

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 Civica on APP database	Retention schedule triggered cleansing of service requests, inspections and other activities recorded on Civica APP	When no related records remain on APP following retention schedule triggered cleansing	Remove electronic record and indexed documents	Business requirement	Records with warning flag should be reviewed annually. 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

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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.	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	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). On future upgrades, client details will be anonymised 1 year after closure of service request.	Remove electronic record and indexed documents	Business requirement	See Environmental Health and Trading Standards specific sections below for exceptions	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	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.	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.	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.
4.001.008	Prosecution register (non-APP)	Details of outcome of reports to Procurator Fiscal (Excel & Word documents)	Date of creation	Current year + 6 Years	Delete entry	Business Requirement. FSS code of Practice	Document deleted - no longer used. Prosecution records will be held on case management system.	Document deleted as all records held beyond retention schedule.

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4.001.009	Statutory Notices and Fixed Penalty Notices (paper)	Paper register and copies of notices served etc.	Date served	Current year + 6 years	Destroy	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.	Document deleted as all records held beyond retention schedule.
4.001.010	EH&TS Performance Reporting	All records and documents within EH&TS Management /EH&TS Performance Reporting fileplan area	Date document created	Current year + 5 years	Destroy	Business requirement to support figures on Pentana		
4.001.011	EH&TS Service Planning	All records and documents within EH&TS Management /EH&TS Service Planning fileplan area	Date document created	Current year + 5 years	Destroy	Business requirement to support figures on Pentana		
4.001.012	Publicity Media & Web Content	All records and documents within EH&TS Management/ Publicity Media & Web Content fileplan area	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	Date last retrieval	Current year + 2 years	Destroy	Business requirement		
4.001.014	Staffing	All records and documents within EH&TS Policies and Procedures / Staffing fileplan area	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 document requiring to be held naming staff is the authorisation record.	
4.001.015	Vehicles	All records and documents within EH&TS Policies and Procedures /Vehicles fileplan area	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	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	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 + 2 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		
4.003.005	Trading Standards Enforcement	All records and documents within TS Enforcement fileplan area	Date last retrieval	Current year + 2 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 so no need for permanent records to be held.	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
4.004.002	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				

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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
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	Objective. Sanserver records and excel records will be deleted in accordance with
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
4.004.006	Food Premises approvals	Premises details and approval records - IDOX Public Protection records (previously held on CIVICA APP - see change notes)	Date of creation	Current year + 6 years from closure of premises	Destroy	FSS Code of Practice	In process of being transferred to APP	Objective. Sanserver records and excel records will be deleted in accordance with retention schedule. CIVICA APP replaced with IDOX Public Protection. IDOX is
4.004.007	Private Water Supplies	Premises details and sampling and requests	Date of creation	Permanent retention	n/a	Business requirement due to importance of historic supply information	Pending eventual migration of data to DWQR database	
4.004.008	Day to Day Infectious Disease	(Paper and contractor scanned) Documents and Records	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		
4.004.011	Air Quality (Progress Reports)	(Paper and contractor scanned) Documents and Records	Date of creation	Current year + 6years.	Destroy	Business Requirement		
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	Legal requirement for Further assessments removed 2016.	

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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.