

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 Civica APP	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	
4.001.002	Premises Records on Civica APP	Name, address, 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, 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.	
4.001.003	Premises Inspection records on Civica APP	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	

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4.001.004	Service Request records on Civica APP	Records of advice provided and details of investigations on APP 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	Remove electronic record and indexed documents	Business requirement	See Environmental Health and Trading Standards specific sections below for exceptions	Amended to CY+6 from CY+10. Additional upgrade required - Tech Support to confirm with Civica APP.
4.001.005	Accident Report records on Civica APP	Records of accident notifications and any subsequent investigation on APP 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	
4.001.006	Notice Records on Civica APP (includes Fixed Penalty Notices)	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		Update to this entry. 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.
4.001.007	Prosecution Records on Civica APP	Prosecution Register (Details of who reported to PF, dates, premises and	Submission date to Procurator Fiscal	Current year + 6 years	Remove electronic record and indexed documents	Business Requirement. FSS code of Practice		Updated time period. Any historical information will be held by COPFS if reference is required.
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 held on K drive	Updated time period. Any historical information will be held by COPFS if reference is required.
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		Update to this entry. 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.

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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	Date document created	Current year + 5 years	Destroy	Business requirement to support figures on Pentana		Trigger and retention period changed
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		Trigger and retention period changed
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		Trigger and retention period changed
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		Trigger and retention period changed
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		Trigger and retention period changed. 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		Trigger and retention period changed
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		Trigger and retention period changed - Refers to guidance materials 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		Trigger and retention period changed
04.002.002								
4.003	Trading Standards							

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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		Trigger and retention period changed
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		Trigger and retention period changed
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		Trigger and retention period changed
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 APP database	Date received	Current year + 6 years	Remove electronic record and indexed documents	Business requirement		Trigger and retention period changed. 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.
4.004.002	Service Requests, advice requests from businesses and other agencies (caravan sites)	Records of advice provided and details of investigations on APP database	Date received	Current year + 6 years				
4.004.003	Premises inspections	Inspection records on APP database	Date of inspection	Current year + 6 years.	Remove electronic record and indexed documents	Business requirement FSS Code of Practice.		Updated to remove separate reference to caravan sites. Now licensed every 5 years so inspection records can be held in line with other inspections carried out by service.
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	PB has written a new procedural note
4.004.005	Food Premises registration	Premises details and registration records - APP records	After replacement	Current Year +6	Destroy	Business requirement	For prosecution purposes if change of FBO occurs before prosecution	PB has written a new procedural note
4.004.006	Food Premises approvals	Premises details and approval records - APP records	Date of creation	Current year + 6 years from closure of premises	Destroy	FSS Code of Practice	In process of being transferred to APP	PB has written a new procedural note

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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	New entry
4.004.008	F20 Day to Day Infectious Disease	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Current quarter + previous quarter	Destroy	FSS Code of Practice	General correspondence	Retention period changed
4.004.009	Air Quality	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement	Legal requirement for Further assessments removed 2016.	
4.004.010	Air Quality (Update and Screening Assessments)	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement		
4.004.011	Air Quality (Progress Reports)	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement		
4.004.012	Air Quality (Detailed Assessments)	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement		
4.004.013	Air Quality (Further Assessments)	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement		
4.004.014	Air Quality (Air Quality Management Areas)	Non APP (Paper and contractor scanned) Documents and Records	Date of creation	Permanent Retention on Web Site and EDRMS:	Archive paper copies	Business Requirement		
4.004.015	PH03H	Radon Monitoring Records	Date of creation	Permanent	Archive	Business Requirement Historical Interest		
4.004.016	PH19A	Zoo licensing	Date of creation	Current year + 6 years	Archive matters of historical interest. Otherwise Destroy	Business Requirement		CHS comment - licence renewal is 6 years - so applying CY + 6 would suffice for any previous retention.