

Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Chief Executive	People Services	People Services	1	Managing employees						
Chief Executive	People Services	People Services	1.1	Employee file	Electronic and Paper employee records such as the following: Employee details, Employment contract, secondment, leave including maternity/paternity leave, training and induction records, exit interview, retiral letter, letter of resignation	End of calendar year of Termination of employment	5 years	Confidential Destruction	Statutory	Prescription and Limitation (Scotland) Act 1973 Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	1.2	Employee file: where employee subject to statutory health surveillance or sustains a major injury arising from a workplace accident	Electronic and Paper employee records such as the following: Employee details, Employment contract, secondment, leave including maternity/paternity leave, training and induction records	End of calendar year of Termination of employment	40 years	Confidential Destruction	Statutory	The Control of Substances Hazardous to Health Regulations 2002 Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	1.3	Employee file: where employee exposed to asbestos	Electronic and Paper employee records such as the following: Employee details, Employment contract, secondment, leave including maternity/paternity leave, training and induction records	End of calendar year of Termination of employment	40 years or on attaining 80 years of age whichever is later	Confidential Destruction	Statutory	Control of Asbestos at Work Regulations 2012 Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	1.4	Right to work in the UK documents for all staff hired on or after 29 February 2008 ensuing from the obligation to retain copies of documents used to perform immigration	Proof of identity documents	End of calendar year of Termination of employment	2 years	Confidential Destruction	Statutory	Immigrations (Restrictions on Employment Order) 2007/3290 Article 6 (1) (b)
Chief Executive	People Services	People Services	2	Sickness Absence						
Chief Executive	People Services	People Services	2.1	Employee sickness absence records	Individual stress risk assessments, medical assessments, counselling referrals and dates of attendance, referral to Occupational Health and final report, sickness absence forms and letters	End of financial year of Termination of employment	5 years	Confidential Destruction	Business requirement and CIPD recommendation	Part of employee file (see 1.1) Relates to potential for claims for breach of an employment contract. NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	2.2	Absence reporting (for business purposes)	Absence reports	End of financial year in which report was created	5 years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	People Services	3	Disciplines/Grievances						
Chief Executive	People Services	People Services	3.1	Discipline - Dismissal records	Case file	End of financial year of Termination of employment	5 years	Confidential Destruction	Statutory	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.2	Discipline - no warning given	Case file	Date of decision not to proceed	Nil	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.

Chief Executive	People Services	People Services	3.3	Discipline - written warning	Letter on employee file	Date written warning issued	6 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.4	Discipline - final warning	Letter on employee file	Date warning issued	12 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.5	Discipline <b>file</b> -where post subject to PVG membership	Case file	Date warning issued/date of dismissal	5 years	Confidential Destruction	Professional membership requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.6	Formally Counsel	Letter on employee file	Date of outcome Letter	6 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.7	Informal Counselling / Record of Discussion	Letter on employee file	Date of letter or note of discussion	6 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.8	Grievance and Dignity at Work	Case file	End of financial year of Termination of employment	5 years	Confidential Destruction	Statutory	Prescription and Limitation (Scotland) Act 1973 NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.9	Capability - no improvement notice given	Case file	Date of decision not to proceed	Nil	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.10	Capability - written improvement notice	Letter on employee file	Date written warning issued	12 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.

Chief Executive	People Services	People Services	3.11	Capability - final written improvement notice	Letter on employee file	Date final written warning issued	18 months	Confidential Destruction	Business Requirement	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.12	Capability - Dismissal records	Case file	End of financial year of Termination of employment	5 years	Confidential Destruction	Statutory	NB These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	People Services	3.13	Disciplinary reporting (for business, statistical purposes)	Disciplinary reporting records	End of financial year in which report was created	1 year	Confidential Destruction	Business Requirement	
Chief Executive	People Services	People Services	3.14	Employment tribunal records	ET applications and correspondence	Date of conclusion of Employment tribunal process	5 years	Confidential Destruction	Statutory	Prescription and Limitation (Scotland) Act 1973 Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing employment tribunal, an information request has been intimated or an audit is ongoing.
Chief Executive	People Services	Trade Union	4	Trade Union						
Chief Executive	People Services	Trade Union	4.1	Trade Union Liaison	Monthly strategic meetings, policy sign off and recognition agreements	Date superseded	10 years	Confidential Destruction	Business Requirement	CIPD Guidance
Chief Executive	People Services	Trade Union	4.2	Trade Union Liaison	Documents relating to consultations/negotiations on specific issues	Date superseded	10 years	Confidential Destruction	Business Requirement	CIPD Guidance
Chief Executive	People Services	Workforce Planning	5	Workforce Planning						
Chief Executive	People Services	Workforce Planning	5.1	Workforce planning	Workforce planning form, authorisations/approvals, Vacancy Administration Checklist	End of financial year after date of decision	5 years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Workforce Planning	5.2	Workforce planning - business reporting	Workforce planning log	End of financial year after date of decision	5 years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Workforce Planning	5.3	ER/VR - employee	Signed Offer form, Memo to payroll, pension correspondence, letter of confirmation to employee, general correspondence with manager	End of financial year in which employee leaves	5 years	Confidential Destruction	Business requirement & CIPD recommendation	
Chief Executive	People Services	Workforce Planning	5.4	ER/VR - Employer	Budget log	End of financial year in which employee leaves	5 years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Workforce Planning	5.5	Structural review-consultation process	Structure which was consulted upon, staff communications, migration protocol and feedback, Final agreed structure and migration outcomes	End of financial year in which review is concluded	5 years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Recruitment	6	Recruitment						
Chief Executive	People Services	Recruitment	6.1	Recruitment: interview document	Interview notes and assessment sheets (successful and unsuccessful)	Review every 6 months (January and July) and any interviews that were held over 6 months ago will be deleted	Every 6 months	Confidential Destruction	Business requirement & CIPD recommendation	Non statutory compliance but recommend to retain for 6 months.
Chief Executive	People Services	Recruitment	6.2	Recruitment: Withdrawn Candidates	Any candidates who fail to complete the screening process successfully or any candidates who withdraw after conditional offer	Review every 6 months (January and July) and any interviews that were held over 6 months will be deleted	Every 6 months	Confidential Destruction	Business requirement & CIPD recommendation	Non statutory compliance but recommend to retain for 6 months.
Chief Executive	People Services	Equalities and Wellbeing	7	Equalities and Wellbeing						
Chief Executive	People Services	Equalities and Wellbeing	7.1	Equality schemes	Includes Gender Pay Gap annual reports and preparatory information	Date superseded	3 years	Confidential Destruction	Business requirement	The Equality Act 2010

Chief Executive	People Services	Equalities and Wellbeing	7.2	W.E Benefit	Spreadsheets and claim forms such as the following: Cycle to Work, Childcare, Occupational Health, Flu Jag, Employee support, subsidised driving lessons, Wheatley Reward and Health Plan	End of financial year in which benefit is paid, or salary sacrifice is made	3 years / 6 years where relating to salary sacrifice	Confidential Destruction	Business requirement	In line with HMRC taxable benefits, recommended to keep documentation for 3 financial years  Cross reference to Payroll Retention Schedule 9.1
Chief Executive	People Services	Equalities and Wellbeing	7.3	Counselling Services	Employee record log, employee self referral paperwork	End of financial year in which counselling referral made	3 years	Confidential Destruction	Business Requirement	The British Association for Counselling and Psychotherapists (BACP)
Chief Executive	People Services	Learning and Development	8	Learning and Development						
Chief Executive	People Services	Learning and Development	8.1	Electronic Training records	Records of training completion, including mandatory training such as Data Protection	End of calendar year of Termination of employment	TBC years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Learning and Development	8.2	CIH qualification records	Records of training, course work and awards	End of financial year in which training is completed	TBC years	Confidential Destruction	Business Requirement	
Chief Executive	People Services	Learning and Development	8.3	Bursary Agreements	Signed agreement including terms of when bursary may need to be repaid	End of academic year in which studies are complete / End of academic year in which studies cease for any reason other completion / From end of academic year in which agreement was signed if studies are not attended as planned	TBC years	Confidential Destruction	Business Requirement / Statutory	In the circumstances where a bursary award needs to be reimbursed via deduction from pay, the signed agreement is a legal document authorising this deduction.
Chief Executive	People Services	Payroll	9	Payroll						
Chief Executive	People Services	Payroll	9.1	Electronic payroll records	Salaries, allowances, overtime, payments, deductions	End of financial year	6 years	Electronic archiving process - most info deleted / basic info retained	Statutory	HMRC advises 6 years for income tax purposes <a href="https://www.gov.uk/hmrc-internal-manuals/compliance-handbook/ch14530">https://www.gov.uk/hmrc-internal-manuals/compliance-handbook/ch14530</a>
Chief Executive	People Services	Payroll	9.2	Pension records	Records of pension contributions and disbursement to our various pension schemes	End of financial year	6 years	Confidential destruction	Statutory	Pension Regulator <a href="https://www.thepensionsregulator.gov.uk/en/document-library/automatic-enrolment-detailed-guidance/9-keeping-records">https://www.thepensionsregulator.gov.uk/en/document-library/automatic-enrolment-detailed-guidance/9-keeping-records</a>
Chief Executive	Communication & Marketing	Communication & Marketing	1	Communication support						
Chief Executive	Communication & Marketing	Communication & Marketing	1.1	Publications	Annual reports, guides, books and other corporate publications	Publication date	10 years	Confidential destruction	Business requirement	Retain one set of records only - Consider retention of key records to the organisation's story and progress
Chief Executive	Communication & Marketing	Communication & Marketing	1.2	Publications	Customer newsletters	Publication date	10 years	Confidential destruction	Business requirement	Retain one set only
Chief Executive	Communication & Marketing	Communication & Marketing	1.3	Publications	Staff newsletters	Publication date	5 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	1.4	Staff communications	Staff memos/emails, digital signage, videos	Publication date	3 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	1.5	Staff communications	Chief Executives weekly message	Publication date	10 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	1.6	Social Media Activity Logs	records of all social media enquiries and responses posted	end of each calendar month	1 year - full info 5 years - no names, data retained for analysis	Confidential destruction	Business requirement	Retain analysis only. Cross Ref to Information Management Row: 1.5 as it relates to requests for info under FOISA.
Chief Executive	Communication & Marketing	Communication & Marketing	1.7	Charity of the year	Breakdown of money collected from donations and fundraising	end of financial year	5 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	1.8	Photo / video consent form		date added to media library	10 years	Confidential destruction	Business requirement	if there is historical interest we may retain for longer than 10 years
Chief Executive	Communication & Marketing	Communication & Marketing	2	Corporate communication						
Chief Executive	Communication & Marketing	Communication & Marketing	2.1	Campaigns - final outputs	Final outputs - presentations, leaflets, digital signage	Publication date	5 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded
Chief Executive	Communication & Marketing	Communication & Marketing	2.2	Campaigns -concept work	presentations showing concepts for campaigns	Conclusion of campaign	5 year	Confidential destruction	Business requirement	



Chief Executive	Communication & Marketing	Communication & Marketing	2.3	Corporate identity and branding - artwork	Final artwork for corporate identity marks (including master version of stationery)	Date superseded	5 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. we keep a historic archive log of all identities for all time to preserve the brand evolution of the Group
Chief Executive	Communication & Marketing	Communication & Marketing	2.4	Corporate identity and branding - preparatory records	Records documenting brand guidelines and the development of corporate style guides for official use of corporate identity marks.	Date superseded	1 year	Confidential destruction	Business requirement	Brand guidelines is an ever evolving document and should be retained permanently
Chief Executive	Communication & Marketing	Communication & Marketing	2.5	Marketing materials - final outputs	presentations, leaflets, posters	Publication date	5 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded
Chief Executive	Communication & Marketing	Communication & Marketing	2.6	Media relations records	press activity log	End of calendar year	10 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	2.7	Media relations records	press statements, press releases	End of calendar year	10 years	Confidential destruction	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. Press statements - remove any customer specific information after 1 year.
Chief Executive	Communication & Marketing	Communication & Marketing	2.8	Media relations records - summary report	summary report of press coverage	N/A	Permanently	Retain	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. Vital record, possibly of historical significance/corporate memory
Chief Executive	Communication & Marketing	Communication & Marketing	2.9	Events management - final outputs	invite lists, arrangements, speech	Date of event	5 years	Confidential destruction	Business requirement	keep minimal info - eg remove email addresses
Chief Executive	Communication & Marketing	Communication & Marketing	2.10	Events management - preparatory records		Date of event	3 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	2.11	Awards submissions	award entries and supporting materials	date entry submitted	5 years	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	2.12	Data files for mailing	data files retained to be able to check who received any mailing.	Date of mailing	6 months	Confidential destruction	Business requirement	
Chief Executive	Communication & Marketing	Communication & Marketing	2.13	Photography		date added to media library	10 years	Confidential destruction	Business requirement	if there is historical interest we may retain for longer than 10 years
Chief Executive	Communication & Marketing	Communication & Marketing	2.14	Video	final cut of corporate and marketing videos	date added to video library	10 years	Confidential destruction	Business requirement	if there is historical interest we may retain for longer than 10 years
Chief Executive	Communication & Marketing	Communication & Marketing	2.15	Letters	copies of various standard letters from across group	date added to sharepoint	no maximum retention			
Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Housing	Housing	Housing	1	Housing Enforcement						
Housing	Housing	Housing	1.1	Enforcement including: Assessments and multiple occupation HMO Licence						Cross reference to Healthy Homes Retention Schedule
Housing	Housing	Housing	2	Housing stock						
Housing	Housing	Housing	2.1	Register of abandoned personal belongings		Date on which the landlord took possession of the house	To remain on the register until after expiry of a period of 5 years	Confidential Destruction	Statutory	The Scottish Secure Tenancies (Abandoned Property) Order 2002. SSI 2002 No 313. Regulation 8 To be in writing and available for inspection by the public
Housing	Housing	Housing	3	Managing social tenancies	Activities associated with the management of social tenancies					
Housing	Housing	Housing	3.1	Tenancy records - <b>not</b> second stage transfer	Records documenting the management of social tenancies including the Scottish Secure Tenancy Agreement, Form SSS1 (notice of short Scottish secure tenancy), payment arrangements and Decrees.	Termination of tenancy	7 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.

Housing	Housing	Housing	3.2	Tenancy records - second stage transfer properties	Records documenting the management of social tenancies including the Scottish Secure Tenancy Agreement, Form SSS1 (notice of short Scottish secure tenancy), payment arrangements and Decrees.	Date tenancy transferred	5 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Housing	Housing	Housing	3.3	Tenant file - Contents insurance for tenants						Cross Reference to Lowther Retention Schedule
Housing	Housing	Housing	3.4	Welfare benefits case file	All personal details of a customer receiving a service from the welfare benefits advisers.	Cross Reference to Foundation Retention schedule				Benefit applications can take longer than 1 year to process from end to end. Appeals timescales are 13 months and upper tribunal appeals are longer. Previous awards can be considered in new claims.
<b>Housing</b>	<b>Housing</b>	<b>Housing</b>	<b>4</b>	<b>Estate management</b>						
Housing	Housing	Housing	4.1	Garage (Lock-Up) rentals	Applications, letter granting permissions, termination records	Date of Expiry	2 years	Confidential Destruction	Business requirement	
<b>Housing</b>	<b>Housing</b>	<b>Housing</b>	<b>5</b>	<b>Adaptations</b>						
Housing	Housing	Housing	5.1	Property Adaptations - application	Records documenting the application for adaptation such as: Application form, Letter of request, Letter of approval or rejection			Confidential Destruction	Business requirement	
<b>Housing</b>	<b>Housing</b>	<b>Housing</b>	<b>6</b>							
Housing	Housing	Housing	6.1	Home Contents Insurance	Application form, correspondence relating to policy					Cross reference to Lowther Retention Schedule: Ref 1.12
<b>Housing</b>	<b>Housing</b>	<b>Letting &amp; Homeles</b>	<b>1</b>	<b>Housing provision</b>	The process of the allocation and management of welfare housing by the local authority and the associated issues of homelessness					
Housing	Housing	Letting & Homeles	1.1	Housing Applications register		Date superseded	Nil	Confidential Destruction	Business requirement	This is a live register, update as required
Housing	Housing	Letting & Homeles	1.2	Section 5 (homeless person referral) where individual does become permanently housed	Assessment, Decisions, Temporary Accommodation, etc.	date rehoused	5 years	Confidential Destruction	business requirement	
Housing	Housing	Letting & Homeles	1.3	Section 5 (homeless person referral) where individual does not become permanently housed	Assessment, Decisions, Temporary Accommodation, etc.	Date of decision	3 year	Confidential Destruction	Business requirement	
Housing	Housing	Letting & Homeles	1.4	supporting information on electronic Myhousing and Homes4D&G applications where applications results in allocation of housing	• Housing Registration forms,Community and Social Support Application, Management Transfer or Exceptional Need Application Form, Health and Housing need Application Form including Livingwell and supporting papers	date rehoused	5years	Confidential Destruction	Business requirement	
Housing	Housing	Letting & Homeles	1.5	Cancelled housing applications	• Housing Registration forms,Social Support Application, Management Transfer or Exceptional Need Application Form, Helath and Housing Need including Livingwell and supporting papers	Date status updated to CNR or CANC	3 year	Confidential Destruction	Business requirement	
Housing	Housing	Letting & Homeles	1.6	Allocations Strategy	Cross reference to Management Retention Schedule: Section 8.4	Cross reference to assurance Retention Schedule	Cross reference to assurance Retention Schedule	Cross reference to assurance Retention Schedule	Cross reference to assurance Retention Schedule	
<b>Housing</b>	<b>MyRepairs</b>	<b>MyRepairs</b>	<b>1</b>	<b>Housing Stock</b>						
Housing	MyRepairs	MyRepairs	1.1	Property Adaptation grants Conditions attached	Records documenting the grant process and decision such as grant preparatory papers,application and letter of award	Date work completed or last date of expiry of conditions whichever is the later	6 years	Confidential Destruction	Business requirement	
Housing	MyRepairs	MyRepairs	1.2	Property Adaptation grants No Conditions attached	Records documenting the grant process and decision such as grant preparatory papers,application and letter of award	Date work completed	6 years	Confidential Destruction	Business requirement	

Housing	MyRepairs	MyRepairs	1.3	Property Adaptations - application	Records documenting the application for adaptation such as: Application form, Letter of request, Letter of approval or rejection					Cross reference to Housing Retention Schedule
Housing	MyRepairs	MyRepairs	1.4	Property Adaptations - description of works	Records documenting the work undertaken such as: plans, specification of works,	N/A	Permanently	Retain	Business requirement	These records are live records.
Housing	MyRepairs	MyRepairs	1.5	Housing grants - Notice of cessation of conditions		Date of notice	5 years	Confidential Destruction	Business requirement	The Housing Grants (Form of Cessation or Partial Cessation of Conditions Notice) (Scotland) Regulations 2003. SII 2003 No 337. Regulation 2 To be in the form of the Schedule
Housing	MyRepairs	MyRepairs	1.6	Housing grants - Notice of payment		Date of notice	5 years	Confidential Destruction	Business requirement	The Housing Grants (Form of Notice of Payment) (Scotland) Regulations 2003. SSI 2003 No 338. Regulation 2. To be in the form of the Schedule
Housing	MyRepairs	MyRepairs	1.7	Grant Assistance applications		Date of payment	6 years	Confidential Destruction	Business requirement	The Housing (Scotland) Act 2001 (Assistance to Registered Social Landlords and Other Persons) (Grants) Regulations 2004. SSI 2004 No 117. Regulation 5
Housing	MyRepairs	MyRepairs	1.8	Repair Notice (house in serious disrepair)		Date of notice	5 years	Confidential Destruction	Business requirement	The Form of Repair Notice (Scotland) Regulations 2003. SSI 2003 No 335. Regulation 2 To be in the form as Schedule
Housing	MyRepairs	MyRepairs	1.9	Fire Risk Assessment	Findings Report	Date superseded	Nil	Confidential Destruction	Business requirement	
Housing	Healthy Homes	Healthy Homes	1	Property Compliance						
Housing	Healthy Homes	Healthy Homes	1.1	Energy Performance Certificates	Energy Performance Certificates	Date superseded	Nil	Confidential Destruction	Business requirement	In line with Scottish Government Guidance
Housing	Healthy Homes	Healthy Homes	1.2	Enforcement including: Assessments and multiple occupation HMO Licence	Enforcement including: Assessments and multiple occupation HMO Licence	Expiry of licence	3 Years	Confidential Destruction	Business requirement	Housing (Scotland) Act 2006. Sections 124, 160. Schedule 4. Details to be kept in a register.
Housing	Neighbourhoods	ASBIP	1	CIP Governance						
Housing	Neighbourhoods	ASBIP	1.1	CIP strategy/planning	CIP Partnership Agreement and Information Sharing Protocol between Police Scotland and Wheatley Group	Date superseded	5 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	1.2	Records relating to strategic multi agency meetings	All information relating to multi agency meetings including Complex Case Governance Group Meetings, Active Case Management meeting, tasking meetings or any other similar group	Date of meeting	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	1.3	Records relating to internal meetings	Team meetings, CIP SMT meetings, Communities of Excellence meetings.	Date of meeting	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	1.4	CIP Policies	Antisocial Behaviour Framework, RSL ASB policies, Neighbourhood Management RSL policies, Hate Crime Policy	Date superseded	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	1.5	CIP Toolkits	ASB Toolkit, Neighbourhood Management Toolkit	Date superseded	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	1.6	Performance Management Framework	All supporting evidence figures provided in PMF	End of current year	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2	CIP						

Housing	Neighbourhoods	ASBIP	2.1	Safer Communities cases	All information, notes, forms and evidence relating to ASB cases	Date case closed	5 years	Confidential Destruction	Business requirement	Safer Communities was implemented across all RSL subsidiaries between February 2024 – March 2024. This means it'll be 2029 before we reach the 5-year retention period. At present the system supplier MRI are building a solution to allow us to auto delete cases at the required 5 year period, which is expected to be in place during 2025, which be well in advance of 2029.
Housing	Neighbourhoods	ASBIP	2.2	Streetwise cases	All information, notes forms and evidence relating to ASB cases	Date case closed	5 years	Confidential Destruction	Business requirement	Historical streetwise data has been downloaded by our IT colleagues and stored on a defined area within Sharepoint. Only 5 years of data was transferred across in line with agreed data retention periods. Our IT data team are currently building a solution to the Sharepoint site that will automatically delete cases at the 5-year period to support with retention compliance.
Housing	Neighbourhoods	ASBIP	2.3	Civica cases	All information, notes, forms and evidence relating to ASB cases	Date case closed	5 years	Confidential Destruction	Business requirement	Information transferred to Sharepoint when WHS moved to Streetwise. Retention labels have been applied to all files to ensure automatic deletion upon hitting this period.
Housing	Neighbourhoods	ASBIP	2.4	Noise App	Recordings submitted through Noise App	Date of recording, or date connected ASB case is closed	1 year unless retained as evidence on Safer Communities case, then 5 years	Confidential Destruction	Business requirement	No automatic mechanism for deleting. Required to be carried out manually each month – process in place for this to be carried out within CIP.
Housing	Neighbourhoods	ASBIP	2.5	Incident Reports	Reports of ASB recorded on NETs incident reports	Date of incident, or date connected ASB case is closed	No retention unless retained as evidence on Safer Communities case, then 5 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.6	CCTV footage	CCTV footage recorded to disk as potential evidence	Date of recording, or date connected ASB case is closed	No retention unless retained as evidence on Safer Communities case, then 5 years	Confidential Destruction	Business requirement	Working closely with Lewis McGregor in IT to find a business solution to safely share this information
Housing	Neighbourhoods	ASBIP	2.7	Video/audio recordings	Doorbell cameras or footage captured on electronic devices such as mobile phone	Date of recording, or date connected ASB case is closed	No retention unless retained as evidence on Safer Communities case, then 5 years	Confidential Destruction	Business requirement	Working closely with Lewis McGregor in IT to find a business solution to safely share this information.
Housing	Neighbourhoods	ASBIP	2.8	Legal case Files	All information, notes, forms and evidence relating to case passed to legal	Creation date	5 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.9	Legal spreadsheet	All information held on spreadsheet related to legal cases	Outcome date	5 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.10	Prevention and Solutions spreadsheet	Information held on spreadsheet relating to CIP Prevention and Solutions (PSM) cases	End of current year	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.11	Morning Note	Disclosures from Police Scotland of monitored addresses and pro-active disclosures	Creation date	2 months	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.12	Pre-application for disclosure	Police Scotland responses to pre-applications	Creation date	2 months	Confidential Destruction	Business requirement	



Housing	Neighbourhoods	ASBIP	2.13	Request for Disclosure of Personal Data from Police Scotland (DPA)	Police requests for information on Wheatley customers or properties to support investigations	Date of response to police	2 years	Confidential Destruction	Business requirement	Spreadsheet contains information requested and information provided. No customer information held on spreadsheet.
Housing	Neighbourhoods	ASBIP	2.14	ASB Evidence Form	ASB evidence sent securely by customers to support ASB investigations	Creation date	1 year unless retained as evidence on Safer Communities case, then 5 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	2.15	Safer Communities Data Importer Tool	Tenancy changes reports uploaded to Safer Communities on weekly basis	Creation date	3 months	Confidential Destruction	Business requirement	Held on Sharepoint with automatic retention schedule applied to folder
<b>Housing</b>	<b>Neighbourhoods</b>	<b>ASBIP</b>	<b>3</b>	<b>Enquiries and Complaints</b>						
Housing	Neighbourhoods	ASBIP	3.1	Compliments	Records documenting compliments received	End of financial year	1 year	Confidential destruction	Business requirement	Note stored on ASTRA and there is no automatic mechanism for deleting. Need to consider as part of wider data protection related considerations
Housing	Neighbourhoods	ASBIP	3.2	Comments and enquiries (including Member Services enquiries)	Records documenting the customer comments and enquiries about the Group and how they are handled.	Date matter closed	3 years	Confidential destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	3.3	Complaints	Records documenting the handling of a customer complaint.	Date matter closed	3 years	Confidential destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	3.4	Analysis – Compliments, Complaints, comments and enquiries	Statistics and anonymised responses	End of financial year	5 years	Confidential destruction	Business requirement	
<b>Housing</b>	<b>Neighbourhoods</b>	<b>ASBIP</b>	<b>4</b>	<b>Quality Assurance</b>						
Housing	Neighbourhoods	ASBIP	4.1	Call recordings	Recordings of incoming and outbound calls	Date call allocated from CFC as part of agreed monthly QA process	2 months	Confidential destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	4.2	Quality assurance qualitative information	Recording of quality assurance cases	End of current year	1 year	Confidential destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	4.3	Quality assurance quantitative information	Source data	End of current year	1 year	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	ASBIP	4.4	Non-match cases	Evidence of daily and monthly checks of non-match cases from Safer Communities	End of current year	1 year	Confidential Destruction	Business requirement	
<b>Housing</b>	<b>Neighbourhoods</b>	<b>NETs</b>	<b>1</b>	<b>Governance</b>						
Housing	Neighbourhoods	NETs	1.1	Records relating to internal meetings	team meetings, manager's meeting	date of meeting	3 years	Confidential Destruction	Business requirement	This excludes meetings and decision making defined in part 2 (Governance)
Housing	Neighbourhoods	NETs	1.2	Performance Management Framework	All evidence supporting figures provided in PMF.	End of current year	3 years	Confidential Destruction	Confidential Destruction	Cross reference with Performance retention schedule for records that relate to Annual Return on the Charter
<b>Housing</b>	<b>Neighbourhoods</b>	<b>NETs</b>	<b>2</b>	<b>Community Safety</b>						
Housing	Neighbourhoods	NETs	2.1	CCTV footage on systems	CCTV footage	Date of recording	max 31 days	Confidential Destruction	Regulatory requirement	Information Commissioner's Office Code of Practice on CCTV Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, a Subject Access Request has been received or an audit is ongoing.
Housing	Neighbourhoods	NETs	2.2	CCTV footage recorded to disc as potential evidence	CCTV footage	Date of recording or Date of most recent connected ASB case is closed	14 days unless retained as evidence then 5 Years	Confidential Destruction	Regulatory requirement	Information Commissioner's Office Code of Practice on CCTV Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, a Subject Access Request has been received or an audit is ongoing.
Housing	Neighbourhoods	NETs	2.3	CCTV compliance	cctv removal logs, viewing logs, viewing request forms et	date requested	1 year	Confidential Destruction	Business requirement	

Housing	Neighbourhoods	NETs	2.4	Controlled door entry records	Fob usage records and reports	End of calendar year	31 days max	Confidential Destruction	Business requirement	These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, a Subject Access Request has been recieved or an audit is ongoing.
Housing	Neighbourhoods	NETs	2.5	Concierge station logs/forms	common area inspection, incident sheets, repair book, sign in sheets, handover sheets	End of calendar year	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3	Environmental						
Housing	Neighbourhoods	NETs	3.1	Reporting:- Accidents and incident reporting -vehicles						Cross reference to Fleet
Housing	Neighbourhoods	NETs	3.2	Fleet management - Allocation and maintenance						Cross reference to Fleet
Housing	Neighbourhoods	NETs	3.3	Cross reference to Fleet : row 4.5						Cross reference to Fleet
Housing	Neighbourhoods	NETs	3.4	Resource Plan	Environmental Team Rotas	from date recorded	1 year	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.5	Sign in sheets	sign in sheets for site based Environmental Teams	date scanned to sharepoint	1 year	Confidential Destruction	Business requirement	sign in sheets are updated on 8 weekly basis due to 8 week rotating shift patterns
Housing	Neighbourhoods	NETs	3.6	Toil records		date toil taken	1 year	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.7	Holiday requests		date of leave	1 year	Confidential Destruction	Business requirement	holiday requests for Environmental Teams are requested differently from other parts of W360 due to nature of posts and need to ensure appropriate cover. All requests are sent to Resource Planners to action and are audited.
Housing	Neighbourhoods	NETs	3.8	Sickness	notification of absence, return to work, LTS interview etc	date of recording	5 years	Confidential Destruction	Business requirement	cross reference with G 2(Human Resources). Local record for administration purposes- HR no longer receive NOA/RTW
Housing	Neighbourhoods	NETs	3.9	Asset list	information relating to all environmental machinery	date machine disposed off	nil	Confidential Destruction	Business requirement	record is updated as and when machines are disposed off
Housing	Neighbourhoods	NETs	3.10	Health Surveillance	Staff records of Health Checks	leaving business	3 years	Confidential Destruction	Business	information may be required from HSE if any workplace health condition occurs
Housing	Neighbourhoods	NETs	3.11	Week of Action Photos	Photos of events with mandates from customers	from date recorded	3 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.12	KSB Reports	Reports of KSB Audits	from date scanned in	7 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.13	Workforce Planning Requests	Requests for additional staff/ temp cover	from date scanned in	6 months	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.14	Changing Lives Reviews	update on how staff member is performing in role	date of saving	1 year	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.15	Modern Apprentice Reviews	update on how staff member is performing in role	date of saving	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.16	Machinery Sign out Sheets	record of who has signed out machinery	from date scanned in	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.17	Purchase Order	Order requests	from date scanned in	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.18	Team Leader Minutes	record of meeting with T/Ls	from date scanned in	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.19	Perfomance Presentations	Performance Statistics for Senior Leaders	from date scanned in	2 years	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	3.20	Recruitment Paperwork	Shortlisting documents/ interview checklists	from date scanned in	6 months	Confidential Destruction	Business requirement	information shared with HR to audit prior to start date of employment
Housing	Neighbourhoods	NETs	3.21	Garden Aid Customers	List of customers receiving Garden Aid	date of saving	2 years	Confidential Destruction	Business requirement	required to keep list as customers will be invoiced for works
Housing	Neighbourhoods	NETs	3.22	Staff Training Records	Records of licenses for PA1/PA6,Ride on training, Reverse Assistant training	from date of saving	nil	Confidential Destruction	Business requirement	
Housing	Neighbourhoods	NETs	4	Furnishing Services						
Housing	Neighbourhoods	NETs	4.1	Furnished Let Service Wheatley customers file	Counselling sheet, RSBI orders, matric of items ordered, mandate, inventory, copies of invoices and letters, photographs of furnishings etc.	End of Term of individual package	nil	Sent to LHO to be added to Tenancy Record - see 4.1	Business Requirement	At end of the term all information collated into a 'Deletion File'

Housing	Neighbourhoods	NETs	4.2	Furnished Let Service - non-Wheatley RSL customers	Counselling sheet, RSBI orders, mandate, inventory, copies of invoices and letters, photographs of furnishings etc.	End of Term of individual package	1 year	Confidential Destruction	Business Requirement	At end of the term all information collated into a 'Deletion File'
Housing	Neighbourhoods	NETs	4.3	Furnished Let Service management information	Rent Account Pro Formas, Insurance log and other associated spreadsheets	End of year	1 year	Confidential Destruction	Business Requirement	
Housing	Neighbourhoods	NETs	4.4	Home Comforts	Referral sheets	date of referral	1 year	Confidential Destruction	Business Requirement	
Housing	Neighbourhoods	NETs	4.5	Home Comforts	Monitoring Reports	Annual spread sheet for monitoring	5 years	Confidential Destruction	Business Requirement	
Housing	Neighbourhoods	NETs	4.6	Furishing Services Team	Staff files, Move On apprentice trainees information, Mileage sheets	Date of report	1 year	Confidential Destruction	Business Requirement	
Housing	Neighbourhoods	NETs	4.7	Furishing Services Team	Reports	Date of Report	3 years	Confidential Destruction	Business Requirement	
<b>Housing</b>	<b>Investment &amp; Compliance</b>	<b>Investment &amp; Compliance</b>	<b>1</b>	<b>Capital Investment</b>						
Housing	Investment & Compliance	Investment & Compliance	1.1	Capital investment - contract files	Contract file	Date of contract end	5 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Housing	Investment & Compliance	Investment & Compliance	1.2	Capital investment - specification files - no roof work undertaken	Specification file including architectural drawings	Date of contract end	30 years	Review for archival and re-use value	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing. Consider corporate memory.
Housing	Investment & Compliance	Investment & Compliance	1.3	Capital investment - specification files -roof work undertaken	Specification file including architectural drawings	Date of contract end	60 years	Review for archival and re-use value	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing. Consider corporate memory.
Housing	Investment & Compliance	Investment & Compliance	1.4	Capital investment - Health & Safety files	Records such as: survey, geo-tech reports, ground investigations.	N/A	Permanently	Retain	Business requirement	These records are live records.
<b>Housing</b>	<b>Investment &amp; Compliance</b>	<b>Investment &amp; Compliance</b>	<b>2</b>	<b>Housing Stock</b>						
Housing	Investment & Compliance	Investment & Compliance	2.1	Property Adaptation grants Conditions attached	Records documenting the grant process and decision such as grant preparatory papers,application and letter of award	Date work completed or last date of expiry of conditions whichever is the later	6 years	Confidential Destruction	Business requirement	
Housing	Investment & Compliance	Investment & Compliance	2.2	Property Adaptation grants No Conditions attached	Records documenting the grant process and decision such as grant preparatory papers,application and letter of award	Date work completed	6 years	Confidential Destruction	Business requirement	
Housing	Investment & Compliance	Investment & Compliance	2.3	Property Adaptations - application	Records documenting the application for adaptation such as: Application form, Letter of request, Letter of approval or rejection					Cross reference to Housing Retention Schedule
Housing	Investment & Compliance	Investment & Compliance	2.4	Property Adaptations - description of works	Records documenting the work undertaken such as: plans, specification of works,	N/A	Permanently	Retain	Business requirement	These records are live records.
Housing	Investment & Compliance	Investment & Compliance	2.5	Asbestos Register		N/A	Permanently	Retain	Business requirement	These records are live records.
Housing	Investment & Compliance	Investment & Compliance	2.6	Housing grants - Notice of cessation of conditions		Date of notice	5 years	Confidential Destruction	Business requirement	The Housing Grants (Form of Cessation or Partial Cessation of Conditions Notice) (Scotland) Regulations 2003. SII 2003 No 337. Regulation 2 To be in the form of the Schedule

Housing	Investment & Compliance	Investment & Compliance	2.7	Housing grants - Notice of payment		Date of notice	5 years	Confidential Destruction	Business requirement	The Housing Grants (Form of Notice of Payment) (Scotland) Regulations 2003. SSI 2003 No 338. Regulation 2. To be in the form of the Schedule
Housing	Investment & Compliance	Investment & Compliance	2.8	Application forms (Improvement Grant)		Date of payment	6 years	Confidential Destruction	Business requirement	The Housing Grants (Application Forms) Scotland) Regulations 2003. SSI 2003 No 420 Regulation 2, 3, 4, 5. To be in the form of Schedule 1
Housing	Investment & Compliance	Investment & Compliance	2.9	Grant Assistance applications		Date of payment	6 years	Confidential Destruction	Business requirement	The Housing (Scotland) Act 2001 (Assistance to Registered Social Landlords and Other Persons) (Grants) Regulations 2004. SSI 2004 No 117. Regulation 5
Housing	Investment & Compliance	Investment & Compliance	2.10	Repair Notice (house in serious disrepair)		Date of notice	5 years	Confidential Destruction	Business requirement	The Form of Repair Notice (Scotland) Regulations 2003. SSI 2003 No 335. Regulation 2 To be in the form as Schedule
Housing	Investment & Compliance	Investment & Compliance	2.11	Acquisitions, and Mortgage to Rent	Financial Assessment & Property Survey Packs	Date of transaction	10 years	Confidential Destruction	Business requirement	
Housing	Investment & Compliance	Investment & Compliance	2.12	Water Management Report	Findings Report	Date of finalised report	6 years	Confidential Destruction	Business requirement	under the Health and Safety at Work etc. Act 1974 and COSHH Regulations 2002.
Housing	Investment & Compliance	Investment & Compliance	2.13	Lifts & Hoists Insurance Certification	Certificate	Date of certification	2 years	Confidential Destruction	Business requirement	under the LOLER 1998 regulations
Housing	Investment & Compliance	Investment & Compliance	2.14	Electrical Inspection	Certificate	Date of certification	6 years	Confidential Destruction	Business requirement	Housing (Scotland) Act 2014. Section 23 Inserts Section 19B into the 2006 Act
Housing	Investment & Compliance	Investment & Compliance	2.15	Legionella Risk Assessment	Findings Report	Date superseded	5 years	Confidential Destruction	Business requirement	Health and Safety at Work etc. Act 1974 and COSHH Regulations 2002
Housing	Investment & Compliance	Investment & Compliance	2.16	Fire Risk Assessment	Findings Report	Date superseded	10 years	Confidential Destruction	Business requirement	Provided by in-house Fire Safety
Housing	Investment & Compliance	Investment & Compliance	2.17	EN81 Lift Assessment	Findings Report	Date superseded	Nil	Confidential Destruction	Business requirement	Lifts Regulations 2016
Housing	Investment & Compliance	Investment & Compliance	3	Property Compliance						
Housing	Investment & Compliance	Investment & Compliance	3.1	Electrical safety	Copy of electrical safety inspection retained by landlord	Date of inspection	6 years	Confidential Destruction	Statutory	Housing (Scotland) Act 2014. Section 23 Inserts Section 19B into the 2006 Act
Housing	Investment & Compliance	Investment & Compliance	3.2	Gas safety certificate	Gas safety certificates	Date of check	2 years	Confidential Destruction	Business requirement	Gas Safety (Installation and Use) (Amendment) Regulations 1998 SI 1998 No 2451 Part F 36 (3)(c). Refers to landlords' responsibilities
Housing	Asset Intelligence	Asset Intelligence	1	Acquisitions & Mortgage To Rent						
Housing	Asset Intelligence	Asset Intelligence	1.1	Financial Assessment, Approvals, Reports, Sign Off	Financial Assessment & Property Survey Packs, Property Info, GCC Grant Documents, HOSF documents, Demo Acquisitions info, Approval Report & Sign Off	Last modified date	10 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	2	PIMMS						
Housing	Asset Intelligence	Asset Intelligence	2.1	PIMSS Contractor Portal User Log & Active Directory	List of users	Last modified date	No retention period as live operational document	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	2.2	PIMSS Development	Proposals, Specifications, Spend Log	Last modified date	5 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	2.3	Asset Management System	Release Notes / Communicatons /SRM reports, Testing	Last modified date	1 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	3	Property Management						
Housing	Asset Intelligence	Asset Intelligence	3.1	Stock Condition Surveys	External Reports, Datasets	Last modified date	50 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	3.2	Appraisal Reports	Stock appraisals, NPV's	Last modified date	5 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	3.3	All associated property additions / new build	New Build Developments, Ad-hoc additions	Last modified date	2 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	3.4	New Build Dataloading Templates for IT	Requirement by IT do dataload properties onto iWorld	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	3.5	Ad-hoc surveys / documents	LiDAR scans, thermogrpahic images, drone survey files.	Last modified date	5 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4	Data Management						



Housing	Asset Intelligence	Asset Intelligence	4.1	Data extracts	Asset data shared with others	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.2	PIMSS dataloads	Asset dataloads	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.3	Data cleansing / Validation	Asset data queries / validation i.e. ( Lowther factored owners checks, Element Validation checks, Asset Register Audit)	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.4	Property Valuation Datasets	Contains information on funders & property valuations etc	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.5	Partnerships	Any data relating to migration to group systems	Last modified date	10 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.6	Ordinance Survey Data Provision from ESRI	GeoDatabases	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.7	Scottish EPC Register data extracts	Quarterly .csv files	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.8	GeoTiff Raster Files	.Tiff files with embedded coordinate data.	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.9	Data Audit	assets spreadsheets	Last modified date	2 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.10	Power Bi Reports	Desktop Reports	Last modified date	10 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	4.11	Historic reports and data (project file)	PDF, excel files, documentation previously captured about an asset or group of assets.	Last modified date	Until end of project	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	5	Regulatory						
Housing	Asset Intelligence	Asset Intelligence	5.1	Regulatory Returns	SHQS, EESSH2, Wheelchair Accessible Properties, MSF's	Last modified date	10 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	5.2	Governance	Freedom of information requests	Last modified date	1 year	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	5.3	Presentations	Various	Last modified date	10 years	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	6	Learning & Development						
Housing	Asset Intelligence	Asset Intelligence	6.1	Guidance Documents	Guidance on how to use PIMSS, lworld, other applications and process flows	Last modified date	No retention period as live operational document	Delete	Business requirement	
Housing	Asset Intelligence	Asset Intelligence	6.2	Training Material	Scenarios, Attendance, Evaluation Forms, Training Plan	Last modified date	No retention period as live operational document	Delete	Business requirement	
Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Finance	Assurance	Information Governance	1	Access to information						
Finance	Assurance	Information Governance	1.1	Data Protection Subject access request and data subject rights request under DPA 2018	initial request, response, internal review, related correspondence and other supporting documentation	Date file closed	2 years	Confidential Destruction	Regulatory requirement	
Finance	Assurance	Information Governance	1.2	Data Protection Complaints and concerns - inc. data protection complaints, concerns raised with Data Protection Officer and complaints to ICO	initial request, response, SAR review records, related correspondence and other supporting documentation	Date file closed	5 years	Confidential Destruction	Regulatory requirement	Prescription & Limitation (Scotland) Act 1973 is relevant
Finance	Assurance	Information Governance	1.3	Data Protection General compliance records; ICO correspondence	Files re. DP audit, general compliance, data breaches, data breach report, data incidents, security, training, etc.,	Date file closed	10 years	Confidential Destruction	Regulatory requirement	
Finance	Assurance	Information Governance	1.4	Data Protection ICO registration (notification and changes)	ICO registration certificates	Date superseded	Nil	Confidential Destruction	Business requirement	Superseded once renewal confirmation received
Finance	Assurance	Information Governance	1.5	Data Mapping	Subsidiary and department data maps	Date superseded				
Finance	Assurance	Information Governance	1.6	Freedom of information (FOISA) Processing of requests for information under FOISA 2002	initial request, response, internal review, related correspondence and other supporting documentation	Date file closed	2 years	Confidential Destruction	Regulatory requirement	
Finance	Assurance	Information Governance	1.7	Freedom of information (FOISA) Processing of requests for information where appeal made to Scottish Information Commissioner under FOISA 2002	initial request, response, appeal records, related correspondence and other supporting documentation	Date file closed	5 years	Confidential Destruction	Regulatory requirement	Prescription & Limitation (Scotland) Act 1973 is relevant
Finance	Assurance	Information Governance	1.8	Publication Scheme		Date superseded	3 years	Confidential Destruction	Business requirement	Prior to destruction, ensure the rolling record of changes has been updated.

Finance	Assurance	Information Governance	1.9	Environment Information Regulations (EIRs) Processing of requests for information	initial request, response, Internal review, related correspondence and other supporting documentation	Date file closed	2 years	Confidential Destruction	Regulatory requirement	The Environmental Information (Scotland) Regulations 2004 SSI 2004/520
Finance	Assurance	Information Governance	1.1	Environment Information Regulations (EIRs) Processing of requests for information where appeal made to Scottish Information Commissioner	initial request, response, appeal records, related correspondence and other supporting documentation	Date file closed	5 years	Confidential Destruction	Regulatory requirement	The Environmental Information (Scotland) Regulations 2004 SSI 2004/520 - Prescription & Limitation (Scotland) Act 1973 is relevant
Finance	Assurance	Information Governance	1.11	Specification of Documents	Certificate, inventory and documents released	Date file closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Assurance	Information Governance	1.12	FOISA general compliance records	Submissions to SIC, stats	Datof submission	5 years	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	2	Records management						
Finance	Assurance	Information Governance	2.1	Records surveys	Information relating to record audits	Date of survey completion	2 years	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	2.2	Classification schemes	Classification schemes	Date superseded	2 years	Confidential Destruction	Business requirement	Prior to destruction, consider historical value.
Finance	Assurance	Information Governance	2.3	Forms development	Standard templates	Date superseded	1 year	Confidential Destruction	Business requirement	Prior to destruction, consider a sample for historical value.
Finance	Assurance	Information Governance	2.4	Retention schedules		Date superseded	2 years	Confidential Destruction	Business requirement	Prior to destruction, consider historical value.
Finance	Assurance	Information Governance	2.5	Lists of Records destroyed	Records destruction register	Date of destruction	12 years	Confidential Destruction	Business requirement	Freedom of Information (Scotland) Act 2002 asp 13, S61 RM code
Finance	Assurance	Information Governance	2.6	Records disposal certificates	Disposal certificates	Date of destruction	12 years	Confidential Destruction	Business requirement	Freedom of Information (Scotland) Act 2002 asp 13, S61 RM code
Finance	Assurance	Information Governance	3	Provision of advice						
Finance	Assurance	Information Governance	3.1	Provision of ad-hoc general advice to business eg. CCTV, sharing information,	E-mail, file note	End of calendar year	5 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Assurance	Information Governance	3.2	Provision of advice in relation to project and DPIA including information sharing agreements, data processing agreements, legitimate interest assessment	DPIA document, e-mail, file note and general project documents	Date file closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Assurance	Information Governance	3.3	Business As Usual requests	Copy of request dealt with as BAU - email	Date file closed	2 years	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	4	Meetings						
Finance	Assurance	Information Governance	4.1	Records Management COE	Agenda, papers submitted	Date of last meeting	1 year	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	4.2	Records Management Leads	Agenda, papers submitted	Date of last meeting		Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	5	Team materials						
Finance	Assurance	Information Governance	5.1	Team materials	Meeting agenda, materials and notes	From date of meeting	1 year	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	5.2	Team materials	Work planner	Date superseded	Nil	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	5.3	Assurance budgets (as relevant)	Codes and in year approved budget(s)	End of financial year	Nil	Confidential Destruction	Business requirement	
Finance	Assurance	Information Governance	5.4	Training to the business	Presentations, notes	Date of training	5 years	Confidential Destruction	Business requirement	
Finance	Assurance	Internal Audit	1	Internal Audits						
Finance	Assurance	Internal Audit	1.1	Internal Audit files	Final Audit Reports Terms of Reference Work Plan (Risk and Control Matrix Notes of any opening or closing meetings Working papers which support the audit findings	2 financial years after the end of the financial year to which the completed audit is related.	2 Financial Year	Deletion	Business requirement	Example: Reviews completed in 2024/25 financial year, inc those reported to GAC in May 25, should be deleted as part of the annual retention review in March / April 2027.

Finance	Assurance	Internal Audit	1.2	Risk Control Matrix - Library	Sample control objectives, risks and expected controls	Keep control objective, risk and expected controls for 1 year after being superseded or 5 years, which ever is sooner.	5 Financial Year	Deletion	Business requirement	If superseded more frequently than one year, retain all version which have been used in year.
Finance	Assurance	Internal Audit	1.3	Final Audit Report - Library	Final Audit reports	1 financial year after all accepted recommendations have been implemented by management.	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.4a	Follow up of management actions	a) Audit action updates recorded in Microsoft Lists and exported annually	1 financial year after all accepted recommendations have been implemented by management.	3 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.4b	Follow up of management actions	b) Evidence/documents to support closure of actions (held on SharePoint)	1 financial year after action closed and verified by IA as complete in Pentana.	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.5a	IDEA/Continuous Auditing	a) IDEA test scripts	a) Retain in Library for 1 year after being superseded	1 year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.5b	IDEA/Continuous Auditing	b) Data sets used for testing	b) Retain for 1 financial year after each test is complete (i.e. when results have been reported to Group Audit Committee).	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.5c	IDEA/Continuous Auditing	c) Planning docs, WPs, outputs, reports	c) Retain in line with IA Files at 1.1 above	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.6	Fraud Register	Register of suspected frauds and investigation	Retain rolling 10 years of register	10 years	Deletion	Business requirement	
Finance	Assurance	Internal Audit	1.7a	Fraud and other investigations files	Findings Documents Internal Records Audit Report	a) Investigation files that result in disciplinary procedures and / or files are passed to the police / prosecution occurs - 5 years after legal proceedings have completed.	5 years after legal proceedings have completed	Deletion	Regulatory requirement	Prescription & Limitation (Scotland) Act 1973 is relevant
Finance	Assurance	Internal Audit	1.7b	Fraud and other investigations files	Findings Documents Internal Records Audit Report	b) Investigation files where no further action is taken – 1 financial year after investigation concluded and results reported to Group Audit Committee.	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	2	Reporting						
Finance	Assurance	Internal Audit	2.1	Annual Internal Audit Report and Opinion preparation and any other Internal Audit opinions	Information supporting the preparation of the Annual Internal Audit Report and opinion, and any other Internal Audit opinions provided to the Audit Committee	1 year after Annual Report reported to Audit Committee	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	2.2	Adhoc Reports	Adhoc reports to DMT and ET	1 year after reporting date to DMT and or ET	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	2.3	Risk Management Reports	Covering paper risk registers meeting notes	1 year being superseded	1 year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	2.4	Response to consultations	Word documents emails	1 year after submissions to relevant body/team	1 year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	3	Internal Audit Governance						
Finance	Assurance	Internal Audit	3.1	Internal Audit Rolling Plan	Planning meeting notes Audit universe / Map Research papers	1 year being superseded	1 Financial Year	Deletion	Business requirement	If superseded more frequently than once a year, retain all versions which have been in use during the year to date to allow our work to be Quality Assessed against the relevant versions if required by external assessors.
Finance	Assurance	Internal Audit	3.2	Internal Audit Charter and Mandate Internal Audit Manual Internal Audit Strategy	Internal Audit Charter, Manuals and guidance, including Risk Management approach, Pentana user guidance.	1 year being superseded	1 Financial Year	Deletion	Business requirement	If superseded more frequently than once a year, retain all versions which have been in use during the year to date to allow our work to be Quality Assessed against the relevant versions if required by external assessors.
Finance	Assurance	Internal Audit	3.3	Internal Quality Assessment and supporting documentation	Self-assessment against GIAS. Evidence of compliance. Any improvement actions.	1 year being superseded	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	3.4	External Quality Assessment and supporting documentation	Documentation on appointment of external reviewer Self-assessment against GIAS provided for review. Evidence of compliance. Any improvement actions. Final report from external reviewer.	1 year being superseded	1 Financial Year	Deletion	Business requirement	
Finance	Assurance	Internal Audit	3.5	Polices owned by Internal Audit Team	Fraud, Bribery & Corruption, Money-laundering, Whistle-blowing and Risk Management	3 years review and approval of revised version by Group Audit Committee.	3 years	Deletion	Business requirement	
Finance	Assurance	Internal Audit	4	Risk registers						

Finance	Assurance	Internal Audit	4.1	Risk registers in Pentana	Live/ current Risk Register to be retained in Pentana, including all relevant notes attached to each risk.	Notes to be reviewed and deleted on a 3 year rolling basis.	Rolling 3 years	Deletion	Business requirement	
Finance	Assurance	Internal Audit	4.2	Risk register reporting to risk owners / DMT/ ET	Reports prepared for facilitated biannual risk review to go to risk owners, DMT and ET.	Retain for 1 year.	1 Financial Year	Deletion	Business requirement	
Finance	Finance	Finance	1	Business Planning						
Finance	Finance	Finance	1.1	Business Plan superseded working drafts	Business Plan superseded working drafts	End of financial year to which BP relates to	7 years	Confidential Destruction	Business requirement	It is not uncommon to have to go back and look at PY files or superseded drafts.
Finance	Finance	Finance	1.2	Business Plan final supporting papers	Business Plan final supporting papers	End of financial year to which BP relates to	7 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	1.3	Approved Business Plan (Board Paper and minutes)	Approved Business Plan	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	The approved Business Plan is a Board paper and therefore the retention period for a Board paper applies
Finance	Finance	Finance	2	Financial Budgeting						
Finance	Finance	Finance	2.1	Budget superseded working drafts	Superseded budget working drafts including working spreadsheets, calculations and analysis	End of financial year	7 years	Confidential Destruction	Business requirement	It is not uncommon to have to go back and look at PY files or superseded drafts.
Finance	Finance	Finance	2.2	Budget final supporting papers	Final Budget supporting papers including working spreadsheets, calculations, analysis, rationale and explanatory papers	End of financial year	7 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	2.3	Approved budget (Board Paper and minutes)	Approved budget	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	The approved budget is a Board paper and therefore the retention period for a Board paper applies
Finance	Finance	Finance	3	Statutory Accounting						
Finance	Finance	Finance	3.1	Records documenting the preparation of the statutory accounts and financial statements.	Records held include those shown in the statutory accounts section of the "Accounting Records" appendix	Date of approved, audited accounts	7 years	Confidential Destruction	Statutory	Taxes Management Act 1970, c9
Finance	Finance	Finance	3.2	Published copy of all final signed annual accounts and financial statements.			Permanently	Retain for business and historical value	Business requirement	
Finance	Finance	Finance	4	Auditing						
Finance	Finance	Finance	4.1	Audit Committee Papers (Finance Records)	Financial Records should be retained for 7 years.	End of financial year	7 years	Confidential Destruction	Statutory	
Finance	Finance	Finance	4.2	Audit Committee Papers (Board Papers held by Governance and minutes)	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3	Cross Reference to Governance Retention Schedule: row 2.3
Finance	Finance	Finance	5	Financial transactions management (Treasury Management)						
Finance	Finance	Finance	5.1	Records documenting the opening and closure and routine administration of bank accounts.		Closure of account	3 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	5.2	Records documenting regular payment instructions for bank accounts.		Termination of instruction	3 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	5.3	Records documenting the deposits, withdrawals and transfers of funds		End of financial year	7 years	Confidential Destruction	Regulatory requirement	Keeping VAT records HMRC Reference:Notice 700/21 (October 2013)
Finance	Finance	Finance	5.4	Records documenting processing and payment	Purchase and sales invoices; petty cash records; expenses claims; customer remittances and housing benefit schedules.	End of financial year	7 years	Confidential Destruction	Internal Audit standards	Keeping VAT records HMRC Reference:Notice 700/21 (October 2013)
Finance	Finance	Finance	5.5	Refunds	Refunds to customers, refunds to suppliers, refunds due to the Group (credit note)	End of financial year in which the records were created	7 years	Confidential Destruction	Regulatory requirement	Keeping VAT records HMRC Reference:Notice 700/21 (October 2013)
Finance	Finance	Finance	6	Financial transactions management (Transactional team)						
Finance	Finance	Finance	6.1	Purchase Invoices and credit notes form suppliers		End of financial year	7 years	Confidential Destruction	Statutory	
Finance	Finance	Finance	6.2	Income management records		End of financial year	7 years	Confidential Destruction	Statutory	



Finance	Finance	Finance	7	Borrowings						
Finance	Finance	Finance	7.1	Records relating to the borrowing of money by the Group	Mortgage and other loan records	Termination of loan agreement	7 years	Confidential Destruction	Business Requirement	
Finance	Finance	Finance	7.2	Loan register		End of financial year	7 years	Confidential Destruction	Business Requirement	This is a vital record
Finance	Finance	Finance	8	Taxation						
Finance	Finance	Finance	8.1	Records documenting the preparation and submission of the Group's corporation tax returns.		End of current tax year	7 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	8.2	Records documenting the preparation and submission of the Group's VAT returns.		End of current tax year	7 years	Confidential Destruction	Regulatory requirement	Keeping VAT records HMRC Reference:Notice 700/21 (October 2013)
Finance	Finance	Finance	8.3	Correspondence from tax advisers and HMRC	Information with respect to HMRC VAT Reviews, ECNs to HMRC.	End of current tax year	7 years	Confidential Destruction	Business requirement	
Finance	Finance	Finance	9	Insuring against loss						
Finance	Finance	Finance	9.1	Certificate of Insurance and Insurance policy documentation (for all policies with the exception of employers' liability insurance - see below)	Certificate of Insurance, Policy, policy documentation (for all policies with the exception of employers' liability insurance)	Date policy expired or Date policy cancelled	Permanently	Confidential Destruction	Prescriptions and Limitations (Scotland) Act 1973 and 1984.	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Finance	Finance	Finance	9.2	Certificate of Insurance and Insurance policy documentation - employers' liability insurance	Certificate of Insurance, Policy, policy documentation (employers' liability insurance)	Date policy expired or Date policy cancelled	Permanently	Confidential Destruction	Implied by Health & Safety Regulations	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Finance	Litigation	Litigation	1	Provision of Legal Advice						
Finance	Litigation	Litigation	1.1	Provision of ad-hoc general legal advice (no separate case file opened)	Electronic General advice file	End of calendar year	5 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines (other correspondence file) The file will be closed at the end of the calendar year.
Finance	Litigation	Litigation	1.2	Provision of legal advice (separate case file opened)	Electronic and Paper Case files such as the following: Housing Management, Policy, Corporate support/projects, Group customer service initiatives, information management, information requests, data protection.	Date file closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines (other correspondence file)
Finance	Litigation	Litigation	2	Provision of legal advice:Litigation						
Finance	Litigation	Litigation	2.1	Civil Court Actions (All papers relating to court case including all file papers and any productions.)	Electronic and Paper Case Files such as the following: Anti-Social behaviour, Rent Arrears, Recovery of SST, Unsecured debt, Reparation, Specific Implement, Refusal of succession, recovery of SSST, Action of Interdict/Interlocutor, Action for non-occupation, abandonment, Lands Tribunal, Home Owners Housing Panel, Judicial Review	Date of completion of court action ..... Precedent established	10 Years ..... ..... Review annually for historical value/precedent	Review for historical value/precedent otherwise confidential destruction	Regulatory requirement	Law Society Guidelines (civil court cases)
Finance	Litigation	Litigation	2.2	Commercial/Company Court actions	Electronic and Paper Case Files such as procurement, intellectual property and breach of contract	Date of completion of court action ..... ..... Precedent established	10 Years ..... ..... Review annually for historical value/precedent	Review for historical value/precedent otherwise confidential destruction	Regulatory requirement	Law Society Guidelines (civil court cases)
Finance	Litigation	Litigation	2.3	Debt recovery	Simple debt collection actions (undefended) where court action dismissed	Date of court action if dismissed	10 year	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Litigation	Litigation	2.4	Debt recovery	Simple debt collection actions (undefended) where payment in full of any decree	Date of payment in full of any decree (last instalment of payment plan).	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Litigation	Litigation	2.5	Decrees		Date of implementation in full	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Litigation	Litigation	2.6	Caveats	Electronic caveat file for each subsidiary	Date of expiry	5 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines (other correspondence file)
Finance	Litigation	Litigation	2.7	Court diary		Date superseded	1 year	Confidential Destruction	Business requirement	

Finance	Litigation	Litigation	3	Provision of legal advice: Commercial						
Finance	Litigation	Litigation	3.1	Commercial	Case files such as the following: Development/special projects, Partnerships, Asset Management, Energy, intellectual property, negotiation of building contracts, collateral warranties and performance securities.	Date file closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines (other correspondence file)
Finance	Litigation	Litigation	4	Provision of Training						
Finance	Litigation	Litigation	4.1	Training material for Legal courses	Training material	End of calendar year	10 years	Confidential Destruction	Business requirement	
Finance	Litigation	Litigation	5	Public Liability claims						
Finance	Litigation	Litigation	5.1	Public Liability claims		Date closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines
Finance	Litigation	Litigation	6	General Administration						
Finance	Litigation	Litigation	6.1	Mail processing		Date file closed	10 years	Confidential Destruction	Regulatory requirement	
Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Communities	Care	Care	1	Carers						
Communities	Care	Care	1.1	Staff Carer files - see Retention Schedule: Human Resources	Cross reference to Human Resources Retention Schedule.					
Communities	Care	Care	2	Community support						
Communities	Care	Care	2.1	Kept in Adult Care Customer file and follow appropriate retention period	Cross reference to row 3.11 & 3.12 Adult Care Customer File					
Communities	Care	Care	3	Care Services (including, Residential homes Home care and housing support services, regulated and non-regulated)						
Communities	Care	Care	3.1	Service file -Care Service management records	monitoring, register of admissions and discharges, meetings, correspondence	End of financial year	6 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.2	Service file -Care Service management records	Communications Book/Diary	End of financial year	2 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.3	Service file -Care Service management records	Visitor books	End of financial year	2 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.4	Service file -Care Service management records	Handover sheets	End of financial year	2 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.5	Service file -Care Service management records	Daily list of persons' employed, Rota	End of financial year	6 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.6	Service file -Team Meeting Records	Team meeting/forum, minutes & agenda,	End of financial year	6 years	Confidential Destruction	Business Requirement	Team meeting records used to evidence team development & practice to Care Inspectorate
Communities	Care	Care	3.7	Service file -Service Literature	Background information, Information Leaflets, Complaints Leaflets	Date superseded / End of service	6 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.8	Service file -Local Protocols	Service Protocol, Managers Toolkit, Aims and Objectives Mission Statement	Date superseded / End of service	6 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.9	Service file -Care Service management records	Maintenance of equipment.				Business Requirement	Cross Reference to Health & Safety Retention Schedule
Communities	Care	Care	3.10.	Service file -Care Service management records	Strategy, planning, Improvement Plans				Business Requirement	
Communities	Care	Care	3.11	Adult Care Customers File: Where no statutory measures were taken (legal restrictions)	Records documenting the preparation, review and revision of a 'personal plan' for a Adult Care Customer, financial transactions undertaken for a Adult Care Customer; liaisons with social workers regarding the type of care being provided to a Adult Care Customer or problems with providing home care, administration of medicines to a Adult Care Customer. Records held must include those shown in "Adult Care Customer File records" appendix	Date file closed - last action taken	6 Years after date of last entry or 3 years after death if earlier	Confidential Destruction Review and destroy if no longer	Business Requirement	

Communities	Care	Care	3.11b	Electronic Record System - Adult Care Customers File: Where no statutory measures were taken (legal restrictions)	Electronic Care Files system - Where the system has the capacity to destroy records in line with the retention schedule, and where a metadata stub can remain, demonstrating the destruction, then the Code should be followed in the same way for digital as well as paper records with a log kept of destruction. If the electronic system does not have this capacity, then once records reach the end of their retention period, they should be made inaccessible to system users upon decommissioning. The system (along with the audit trails) should be retained for the retention period of the last entry related to the schedule	Date file closed - last action taken	6 Years after date of last entry or 3 years after death if earlier	Confidential Destruction Review and destroy if no longer required. (at end of retention date).	Business Requirement	
Communities	Care	Care	3.12	Adult Care Customers File: Where statutory measures were taken (legal restrictions).	Records documenting the preparation, review and revision of a 'personal plan' for a Adult Care Customer, financial transactions undertaken for a Adult Care Customer; liaisons with social workers regarding the type of care being provided to a Adult Care Customer or problems with providing home care, administration of medicines to a Adult Care Customer. Records held must include those shown in "Adult Care Customer File records" appendix	Date file closed - last action taken	10 years	Confidential Destruction Review and destroy if no longer required (once the retention period is met)	Business Requirement	
Communities	Care	Care	3.12a	Adult Care Customers File: Where statutory measures were taken (legal restrictions)	Electronic Care Files system - Where the system has the capacity to destroy records in line with the retention schedule, and where a metadata stub can remain, demonstrating the destruction, then the Code should be followed in the same way for digital as well as paper records with a log kept of destruction. If the electronic system does not have this capacity, then once records reach the end of their retention period, they should be made inaccessible to system users upon decommissioning. The system (along with the audit trails) should be retained for the retention period of the last entry related to the schedule	Date file closed - last action taken	10 years	Confidential Destruction Review and destroy if no longer required (once the retention period is met)	Business Requirement	
Communities	Care	Care	3.13	Records of persons employed	Full name, address, date of birth, qualifications, training and experience. Date of commencement. Date of termination Positions held Registration (if appropriate) Any disciplinary action and outcome. Rota, leave and Attendance					Cross reference to Human Resources Retention Schedule
Communities	Care	Care	3.14	Notification to the Care Inspectorate - Spreadsheet of notifications	Spreadsheet of notifications	End of Financial Year / End of Service	5 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.15	Notification of death, illness and other events sent to the Care Inspectorate relative to a	Cross reference to row 3.8 & 3.9 Adult Care Customer file	Cross reference to row 3.8 & 3.9 Adult Care Customer file				
Communities	Care	Care	3.16	Notification to the Care Inspectorate relative to a manager,	These records include:-Appointment of a manager; Change of Manager, Change of a name of Manager, Proposed absence of manager for a continuous period of more than 28 days; Unfitness of a manager;					Cross reference to Human Resources Retention Schedule
Communities	Care	Care	3.17	Notification of dismissal to regulatory body						Cross reference to Human Resources Retention Schedule

Communities	Care	Care	3.18	Notification of changes sent to the Care Inspectorate relative to a provider	These records included decisions made in respect of: Change of provider Change of premises Change of ownership of a body corporate or identity of its officers Change of identity of partners	End of year	6 years	Confidential Destruction	Business Requirement	
Communities	Care	Care	3.19	Complaints	records documenting the handling of complaints	Cross Reference to Wheatley 360 Retention Schedule				
Communities	Care	Care	3.20	Application to Local Authority to register a care service under s33(1)c Regulation of Care (Scotland) Act 2001	Application to Local Authority	Date superseded / End of service	6 years	Confidential Destruction	Legal Requirement	The Regulation of Care (Applications and Provision of Advice) (Scotland) Regulations 2002 SSI 2002/113(3)
Communities	Care	Care	3.21	Certificate of registration	Certificate of registration	Date superseded / End of service	6 years	Confidential Destruction	Legal Requirement	Regulation of Care (Scotland) 2001 asp 8 Section 9 To be displayed on premises concerned.
Communities	Care	Care	3.22	Service Specification from the local authority	Service Specification from the local authority	Date superseded / End of contract	6 years	Confidential Destruction	Legal Requirement	This contains the Statement of aims and objectives as required under the Regulation of Care (Requirements as to Care Services) (Scotland) Regulations SSI 2002 No 114. Regulation 3
Communities	Care	Care	4	Supporting adults						
Communities	Care	Care	4.1	Kept in Adult Care Customer file and follow appropriate retention period	Cross reference to row 3.11 & 3.12 Adult Care Customer File	Cross reference to row 3.11 & 3.12 Adult Care Customer File				
Communities	Care	Care	5	Supporting disabilities						
Communities	Care	Care	5.1	Kept in Adult Care Customer file and follow appropriate retention period	Cross reference to row 3.11 & 3.12 Adult Care Customer File	Cross reference to row 3.11 & 3.12 Adult Care Customer File				
Communities	Care	Care	6	Adults with Incapacity						
Communities	Care	Care	6.1	Complaints relating to Guardianship	records documenting the handling of complaints relating to guardianship	Cross Reference to Wheatley 360 Retention Schedule				
Communities	Care	Care	6.2	Appointed representative	Power of Attorney, Guardianship Orders, Intervention Order, Welfare and Financial Appointee.	Cross reference to row 3.12 Adult Care Customer file				
Communities	Care	Care	6.3	Appointed representative	Central record of signatories	date representation changes or expires	Nil	Confidential Destruction	Business Requirement	
Communities	Care	Care	6.4	Certificate of Incapacity Schedule 1 & 2		Certificate lapses	6 years	Confidential Destruction	Legal Requirement	The Adults with Incapacity (Management of Residents' Finances) (Scotland) Regulations 2003. SSI 2003 No 155, 266. Regulation 2. To be in writing Schedule 1 & 2
Communities	Care	Care	6.5	Mental health records including psychology records	Covers records made under the Mental Health Act (MHA) 1983 (and 2007 amendments). Records retained solely for any person who has been sectioned under MHA1983 must be considered for longer than 20 years where the case is ongoing, or the potential for recurrence is high (based on local clinical judgment). This applies to records of patients or service users, regardless of whether they have capacity or not.		20 years after date of last contact, or 3 years after death (except with integrated care records)	Confidential Destruction		
Communities	Care	Care	6.6	Controlled drugs - order books, requisitions etc.	Misuse of Drugs Act 2001.		2 years,	Confidential Destruction Review and destroy if no longer required once you reach retention period.		
Communities	Care	Care	6.7	Referrals – NOT ACCEPTED			2 years Retention period begins from the DATE OF REJECTION. These are seen as an ephemeral record.	Confidential Destruction Review and destroy if no longer required once you reach retention period.		



Communities	Care	Care	6.8	Care Customer Surveys- Individual returns and analysis			2 years after return	Confidential Destruction Review and destroy if no longer required once you reach retention period.		
Communities	Care	Care	6.9	Care Customer Surveys- final report			10 years	Confidential Destruction Review and destroy if no longer required once you reach retention period.		
Communities	Care	Care	7	CCTV						
Communities	Care	Care	7	CCTV Footage retained at care and support Services.	Within care and support services, the standard retention period for CCTV footage is 30 days. However, this duration may be extended in the event of an ongoing investigation, legal requirement, or evidential necessity. Footage should be retained only for as long as necessary, with the exact retention period clearly outlined in the service's procedure and communicated to people we work for/with, and their families. For example, it is crucial to inform people we work for/with and their representatives / visitors that CCTV is in operation, how long footage will be kept, and who has access to it. *CCTV signs should be displayed throughout the service where CCTV is operational.	The Data Protection Act (DPA) of 2018 states that personal data should not be kept for longer than is necessary for the purpose for which it was collected.	The 30-day retention period for CCTV footage starts from the day the footage was recorded.	To dispose of CCTV footage and data, securely destroy electronic footage using methods like wiping or deleting and any associated paperwork should be shredded, and securely dispose of associated paperwork. For both physical and electronic disposal, follow a secure process that includes keeping a log of all destroyed items and obtaining a certificate of destruction, especially when using third-party services.	Management teams & HOC	CCTV in social care is governed by a combination of legislation, including the Health and Social Care Act 2008 (especially the Regulated Activities Regulations) and data protection laws like the Data Protection Act 2018 and UK GDPR, enforced by the Information Commissioner's Office (ICO). The Human Rights Act 1998 also applies by protecting the right to privacy. Additionally, providers must comply with guidance from the Care Inspectorate – Scotland and other specific regulations for certain types of settings.
Communities	Group Protection	Group Protection	1	Governance						
Communities	Group Protection	Group Protection	1.1	Wheatley 360 strategy/planning	Service Level Agreements with partners	date superseded	5 years	Confidential Destruction	Business requirements	
Communities	Group Protection	Group Protection	1.2	Records relating to strategic multi agency meetings	All information relating to multi agency meetings including Child Protection Committee, Adult Support and Protection Committee, short life multi agency working groups, Communities of Excellence, tasking meetings or any other similar group.	Date of Meeting	3 years	Confidential Destruction	Business requirement	no personal data is held in papers from these meetings
Communities	Group Protection	Group Protection	1.3	Policies & frameworks	Protecting people policies - Adult Support & protection; Child Protection; MAPPA and Domestic Abuse as well as the suicide prevention framework	Date superseded	3 years	Confidential Destruction	Business requirements	
Communities	Group Protection	Group Protection	1.4	Toolkits/Guidance documents	Protecting People Toolkits or similar staff guidance	Date superseded	3 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	1.5	Performance Management Framework	All evidence supporting figures provided in PMF	End of current financial year	3 years	Confidential Destruction	Business requirement	Cross reference with Performance retention schedule for records that relate to Annual Return on the Charter
Communities	Group Protection	Group Protection	2	ADULT SUPPORT & PROTECTION						
Communities	Group Protection	Group Protection	2.1	Adult Protection cases	All records relating to Adult Protection cases	Date enquiry received	3 years	Confidential Destruction	Business requirement	Police Scotland – Adult concerns where 3-point test met – 12 years. Police Scotland – Adult concerns where 3-point test not met – 6 years.
Communities	Group Protection	Group Protection	3	ALERTS						
Communities	Group Protection	Group Protection	3.1	Alerts enquiries	All records relating to alerts enquiries	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	3.2	Alerts Review	All records relating to alerts review	Date of review	3 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	4	ALL						
Communities	Group Protection	Group Protection	4.1	Mutual Exchange / Permission to Reside / Assignment of Tenancy / Succession of Tenancy	All records received in relation to ME / Ptr / AoT and SoT applications	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	5	Anti-social behaviour						
Communities	Group Protection	Group Protection	5.1	Anti-social behaviour	All records relating to enquiries received in relation to ASB	Date enquiry received	2 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	6	CHILD PROTECTION						

Communities	Group Protection	Group Protection	6.1	Child Protection cases	All records relating to Child Protection cases	Date enquiry received	3 years	Confidential Destruction	Business requirement	Police Scotland – Child Protection – 12 years. Cross reference with Monitoring 2.5 in the Health and Safety retention schedule for records that relate to childhood abuse allegations
Communities	Group Protection	Group Protection	7	DOMESTIC ABUSE						
Communities	Group Protection	Group Protection	7.1	MARAC/MATAC/DS-DAS	All agenda lists and all records of searches under taken prior to meetings, summary information for meetings; outcome of meetings	Date of check	3 years	Confidential Destruction	Business requirement	Wheatley Group don't hold DS-DAS info for as long as our partners at Police Scotland as per details below - Police Scotland – DSDAS – 6 years
Communities	Group Protection	Group Protection	7.2	Domestic Abuse cases	All records relating to domestic abuse enquiries including information shared with partner agencies such as Police Scotland (Domestic Abuse Investigation and Safeguarding Units)	Date enquiry received	3 years	Confidential Destruction	Business requirement	Wheatley Group don't hold DA info for as long as our partners at GCC and Police Scotland as per details below - GCC – DA standard risk – 6 years GCC – DA high risk – 12 years Police Scotland – DA standard risk – 6 years Police Scotland – DA high risk – 12 years
Communities	Group Protection	Group Protection	8	ILLEGAL MONEY LENDING						
Communities	Group Protection	Group Protection	8.1	Illegal Money Lending	All records relating to Illegal Money Lending cases	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	9	MAPPA						
Communities	Group Protection	Group Protection	9.1	MAPPA Cases	All records relating to current MAPPA Cases	Date monitoring under MAPPA ends or date tenancy ends, whichever is the earlier	indefinite whilst the person is subject to MAPPA or when the tenancy ends, files would be destroyed. The staff safety alert will remain whilst the tenant is a customer.	Confidential Destruction	Business requirement	All files relating to an archived MAPPA offender will be deleted upon the date of archive/tenancy ending. The staff safety alert will remain on the system indefinitely.
Communities	Group Protection	Group Protection	9.2	Accused/alleged sexual offence cases - no conviction	All records of accused/alleged sexual offences where there is no conviction including 'outings'	Date enquiry received	2 years	Confidential Destruction	Business requirement	This includes outings where the accused is not an offender, enquiries for customers who have been charged with a sexual offence and not yet convicted and housing application enquiries for customers who may or may not be an offender
Communities	Group Protection	Group Protection	9.3	MAPPA Checks for temporary accommodation / Environmental Risk Assessments for offers of housing	Information shared with and from responsible authorities	Date of response to request from responsible authority	1 Year	Confidential Destruction	Business requirement	This is when a MAPPA offender could be housed within our stock and when a current offender is being transferred within our stock
Communities	Group Protection	Group Protection	9.4	Sensitive Let Checks	Information shared with and from responsible authorities	Date of response to request from responsible authority	1 Year	Confidential Destruction	Business requirement	This is when an applicant is being considered to be moved to a void property within the scanning parameters of a MAPPA offender
Communities	Group Protection	Group Protection	9.5	MAPPA housing application cases (Section 5s)	All records relating to applications which include a MAPPA offender where they are not a current Wheatley Group customer	1. Date housed or 2. Date application ends, whichever is earlier	No retention on live bidding cases 1 year from label when application ends	Confidential Destruction	Business requirement	No retention label to be applied to live bidding cases. When housed, files to be moved to current MAPPA where there is also no retention label (see 8.1). When the application ends, or the application is handed back to GCC as we have exhausted all possible opportunities to house the offender, the retention is '1 year from label' meaning the date we hand it back.

Communities	Group Protection	Group Protection	10	MEARS						
Communities	Group Protection	Group Protection	10.1	Mears enquiries	All records received in relation to Mears properties	Date enquiry received	1 year	Confidential Destruction	Business requirement	Mears will return our 43 properties at the end of July 2025
Communities	Group Protection	Group Protection	11	NEW SCOTS						
Communities	Group Protection	Group Protection	11.1	New Scots	All records relating to New Scots cases	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	12	PRISON PROJECT						
Communities	Group Protection	Group Protection	12.1	Prison cases	All records relating to prison cases	Date released from prison or date tenancy ends, whichever is earlier	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	13	MISCELLANEOUS ENQUIRIES						
Communities	Group Protection	Group Protection	13.1	MISCELLANEOUS ENQUIRIES	All records relating to enquiries that are not part of standard workstreams	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	14	SAFE & SECURE SERVICE						
Communities	Group Protection	Group Protection	14.1	Referrals and enquiries relating to the Safe & Secure Service	All records relating to referrals and enquiries received including outcome of the referral	Date referral or enquiry received	3 years	Confidential Destruction	Business requirement	Review of this area will be carried out when the retention label is agreed and the automatic retention will be applied to this area after review.
Communities	Group Protection	Group Protection	15	SUICIDE PREVENTION						
Communities	Group Protection	Group Protection	15.1	Suicide cases / Fatality	All records relating to suicide prevention or death by suicide cases and fatalities that are not suicide	1. Date of enquiry 2. Death	1. 3 years 2. 2 years	Confidential Destruction	Business requirement	GCC – Adult with mental health problems statutory measures taken – 10 years (death – 5 years) GCC – Adult with mental health problems statutory measures not taken – 5 years (death – 3 years) Three separate file areas created for death, fatality and then all other suicide prevention enquiries to allow for automatic retention labels to be applied to area.
Communities	Group Protection	Group Protection	16	TEMPORARY FURNISHED FLATS						
Communities	Group Protection	Group Protection	16.1	TFF enquiries	All records received in relation to a TFF property	Date enquiry received	1 year	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	17	Communication Support						
Communities	Group Protection	Group Protection	17.1	Team Meeting Records	Agenda, Minutes, recordings, Action Tracker	Date of Meeting	2 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	17.2	Staff communications	Briefing papers, memos, emails	Publication date	3 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	19	HR						
Communities	Group Protection	Group Protection	19.1	Employee File						Cross Reference to HR Retention Schedule
Communities	Group Protection	Group Protection	19.2	Sickness absence						Cross Reference to HR Retention Schedule
Communities	Group Protection	Group Protection	19.3	Disciplinary/Grievance/DA W						Cross Reference to HR Retention Schedule
Communities	Group Protection	Group Protection	19.4	Workforce Planning						Cross Reference to HR Retention Schedule
Communities	Group Protection	Group Protection	19.5	Recruitment						Cross Reference to HR Retention Schedule
Communities	Group Protection	Group Protection	20	Housing provision						
Communities	Group Protection	Group Protection	20.1	Section 5 (homeless person referral) where individual does become permanently housed	Assessment, Decisions, Temporary Accommodation, etc.	date rehoused	5 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	20.2	Section 5 (homeless person referral) where individual does not become permanently housed	Assessment, Decisions, Temporary Accommodation, etc.	Date of decision	3 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	21	Enquiries & Complaints						
Communities	Group Protection	Group Protection	21.1	Compliments	Records documenting compliments received	End of current financial year	1 year	Confidential Destruction	Business requirement	Note stored on Astra and there is no automatic mechanism for deleting. Need to consider as part of wider data protection related considerations

Communities	Group Protection	Group Protection	21.2	Comments and enquiries (including Member Services enquiries)	Records documenting the customer comments and enquiries about the Group and how they are handled.	Date matter closed	3 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	21.3	Complaints						Cross Reference to complaints retention schedule
Communities	Group Protection	Group Protection	21.4	Analysis - Compliments, complaints, comments and enquiries	Statistics and anonymised responses	End of current financial year	5 years	Confidential Destruction	Business requirement	
Communities	Group Protection	Group Protection	22	H&S						
Communities	Group Protection	Group Protection	22.1	Compliance - OSM						Cross Reference to H&S Retention Schedule
Communities	Group Protection	Group Protection	22.2	Compliance - OSM Awareness Sheets						Cross Reference to H&S Retention Schedule
Communities	Group Protection	Group Protection	22.3	Monitoring - Reporting of accidents & incident reporting						Cross Reference to H&S Retention Schedule
Communities	Group Protection	Group Protection	22.4	Fire Prevention - Fire Reporting						Cross Reference to H&S Retention Schedule
Communities	CFC	CFC	1							
Communities	CFC	CFC Governance	1.1	Records relating to internal meetings within CFC and across business areas within group.	Meeting agenda, materials and notes from e.g. team meetings, buzz sessions, manager meetings, focus group and cross group meetings	Date of meeting	13 months	Confidential Destruction	Business Requirement	TC's will update their minutes as per retention schedule , PMC will update all folders with retention schedule by 30/12/25
Communities	CFC	CFC Resources	1.2	Resource planning	CSA, H&C Admin, HST and LST Team Rota's	from date recorded	2 years	Confidential Destruction	Business Requirement	This differs between each of the relevant teams within the CFC in how this information is retained with some being electronic via WFM.
Communities	CFC	CFC Resources	1.3	Resource Planning	CSA, H&C Admin, HST and LST Leave tracker / requests	Date of leave	13 months	Confidential Destruction	Business Requirement	Holiday requests for CSAs are requested differently from the Specialist and Admin teams due to nature of posts and need to ensure appropriate cover. All requests are submitted to the Resource and Capacity Planner where other teams submit request via CIPHR. All requests are actioned.
Communities	CFC	Quality assurance	1.4	Local Quality Assurance Checks	Review of Calls, Cases, Outcomes, Live Monitoring, Specialist Teams Case Quality, Outcomes review	Date of review	13 months	Confidential Destruction	Business Requirement	This is based on informal reviews for quality assurance purposes across all business areas/teams within the CFC. Suggested retention period of 1 year. This shall enable review of local assurance checks carried out within the CFC, themes, areas for development and training and allow data to be referenced.



Communities	CFC	OPs Managers / TC's	1.5	STORM call recordings	Recordings of calls both inbound and outbound using the STORM / Cisco Finesse Telephony Platform	Date of recording	30 days	Confidential Destruction - These calls automatically delete from STORM after 30 days, should calls be downloaded then they must be deleted from sharepoint within 30 days	Business Requirement	These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, a Subject Access Request has been received or are part of an audit/review. All call recordings auto delete from Cisco/Calabrio after six months. If at a point within that period a request is made such as a Subject Access Request, investigation or audit/review they must be disposed of upon conclusion. CFC would not keep these calls , this would be the person who has requested the call for a SAR request or complaint that may require to keep the call, however they would be deleted from CFC sharepoint after 30 days retention.
Communities	CFC	OPs Managers / TC's	1.6	Staff HR Files	TC to ensure retention schedule has been implemented in Sharepoint against all staff members.	Date of recording	TBC	Confidential Destruction	Business Requirement	Cross Reference with Employee Relations retention Schedule
Communities	CFC	Housing Specialist Team	1							
Communities	CFC	Housing Specialist Team	1.1	Member services	MS HST Spreadsheet	date of recording	2 Years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing Specialist Team	1.2	Resource Planning	Annual leave, public holidays, weekly staff rota		2 Years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing Specialist Team	1.3	My Housing appeals	Redcord of application ref and reason for appeal		5 years from the date that the customer is housed.	Confidential Destruction	Business Requirement	
Communities	CFC	Housing Specialist Team	1.4	My Housing Band A	Band A investigation documents		5 years from the date that the customer is housed.	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1							
Communities	CFC	Housing & Commercial Admin Team	1.1	Employee records	Individual stress risk assessments, referral to Occupational Health and final report, sickness absence forms and letters, flexible working requests	End of financial year of Termination of employment	5 years	Confidential Destruction	Business Requirement & CIPD recommendation	
Communities	CFC	Housing & Commercial Admin Team	1.2	Resource Planning	Staff Rotas & Leave Trackers	Start of year	2 years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1.3	Office Safety Manual (O.S.M) Awareness Sheets	O.S.M Awareness Sheets	Date superseded	3 years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1.4	CL1 Log	SharePoint spread sheet containing details of CL1 referrals for our customers	Start of year	2 years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1.5	Invoicing reports	SharePoint spread sheet containing details of outstanding invoices to be actioned	Weekly reports	1 year	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1.6	Hotel Booking log	SharePoint spread sheet containing details of customers who are decanted to hotels	Start of year	2 years	Confidential Destruction	Business Requirement	
Communities	CFC	Housing & Commercial Admin Team	1.7	Richard Healey Reports	SharePoint spread sheet containing details of customers who have items in storage due to being decanted etc	Monthly reports	2 years	Confidential Destruction	Business Requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1							
Communities	Wheatley Foundation	Wheatley Foundation	1.1	Customer enquiries	Communication from customer enquiring about Foundation programmes e.g. email, record of phone call.	When enquiry is dealt with	6 months	Confidential destruction	Business requirement	

Communities	Wheatley Foundation	Wheatley Foundation	1.2	Customer records/case file	Personal details of customer receiving service i.e. DOB, contact details, benefits info, tenure etc. as part of customer database, evidence of outcomes, evidence of consent	Closure of case / Project end / end of financial year	5 years or funder retention schedule	Anonymise customer – preserve performance information	Business requirement	Benefit applications can take longer than 1 year to process from end to end. Appeals timescales are 13 months and upper tribunal appeals are longer. Previous awards can be considered in new claims. Funders retention schedules can be as long as 7 years from project end.
Communities	Wheatley Foundation	Wheatley Foundation	1.3	Foundation partnership proposals	Partnership proposal form, offer letter & conditions of grant, support documents, progress reports, performance evidence. General correspondence.	End of financial year	3 years	Confidential destruction	Business requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1.4	Performance records	Delivery plan databases	End of financial year	5 years	Confidential destruction Anonymise customer – preserve performance information	Business requirement	Remove customer information from performance databases and retain project performance info
Communities	Wheatley Foundation	Wheatley Foundation	1.5	External Funding – successful	Application, Offer of grant, conditions of grant, monitoring reports, correspondence with funder, performance info, evidence of performance, contract detail or reports	End of funding contract / End of financial year	5 years or funder retention schedule	Confidential destruction	Business requirement	Funders retention schedules can be as long as 7 years from project end.
Communities	Wheatley Foundation	Wheatley Foundation	1.6	External Funding application – unsuccessful	Application, funder feedback, correspondence with funder	End of financial year	3 years	Confidential destruction	Business requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1.7	Funding requests	Email or other method of communication enquiring about funding	On reply to request	6 months	Confidential destruction	Business requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1.8	Project Evaluations	Project briefs, research and analysis docs, case studies, external commissions	End of financial year	5 years	Confidential destruction	Business requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1.9	Project Evaluations	Published findings / evaluation report.	N/A	Indefinite	N/A	Business requirement	Stored in Foundation historical library
Communities	Wheatley Foundation	Wheatley Foundation	1.10	Survey Data	High level data collected from surveys from different projects, surveys carried out for evaluations or research purposes	End of financial year	3 years	Confidential destruction	Business requirement	
Communities	Wheatley Foundation	Wheatley Foundation	1.11	Project information	Project plans, meeting notes, correspondence, reports, budget/spend.	End of financial year	3 years	Confidential destruction	Business requirement	
Communities	Lowther	Lowther	1	Property Management						
Communities	Lowther	Lowther	1.1	Buildings Insurance for owners	Endorsements, Insurance 1	Date policy expired or Date policy cancelled	5 years	Confidential Destruction	Statutory	Prescriptions and Limitations (Scotland) Act 1973 and 1984. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Lowther	Lowther	1.2	Resale documentation	Seller's notification of sale; Financial Account to Selling Solicitors	Date of resale	1 year	Confidential Destruction	Business requirement	NB do not destroy if there is an instalment agreement on the file.
Communities	Lowther	Lowther	1.3	Proprietors' Meetings	Minutes of meetings, attendance sheets eg Change of Factor, Introduction of Service, Vote on proposed works.	Date of completion of works	5 years	Confidential Destruction	Statutory	Prescriptions and Limitations (Scotland) Act 1973 and 1984. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Lowther	Lowther	1.4	Notification of change of circumstances	General Correspondence	Date of amendment	Nil	Confidential Destruction	Business requirement	
Communities	Lowther	Lowther	1.5	Owner's property management records	Service requests, invoice queries	Date ownership ceased or date property no longer factored by Lowther	7 years	Confidential Destruction	Business requirement	

Communities	Lowther	Lowther	1.6	Consent to common works	Letters of consent/rejection for works	Date of completion of works	5 years	Confidential Destruction	Statutory	Prescriptions and Limitations (Scotland) Act 1973 and 1984. These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Lowther	Lowther	1.7	Residents Association meetings	Minutes of meetings	End of Financial Year	5 years	Confidential Destruction	Business requirement	
Communities	Lowther	Lowther	1.8	Owner Led Project File	Records documenting the owner led project such as: returned work consent letters; Minutes of meetings, attendance sheets, Vote on proposed works, notification of contractor award, payment request forms, payment reminder letters, Lowther advanced customer payment receipt letters to customers, QO snagging lists, QO ok to pay contractors works sign off, works cancellation letters, contractor start date notification letters, work completion letters, customer satisfaction forms post work completion, Customers advanced payment cheques, Lowther suspense payment logs.	Date of completion of works	5 years	Confidential Destruction	Statutory	Prescriptions and Limitations (Scotland) Act 1973 and 1984. These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Lowther	Lowther	1.9	Owner Led Projects	Contractor gas certificates, Rot warranties	Date of guarantee	25 years	Confidential Destruction	Statutory	
Communities	Lowther	Lowther	1.1	Owner Led Projects	Workmanship guarantee & manufacturers material warranties	Date of expiry	2 years	Confidential Destruction	Statutory	
Communities	Lowther	Lowther	1.11	Complaints	All correspondence relating to a complaint	Date of final correspondence	3 years	Confidential Destruction	Business requirement	
Communities	Lowther	Lowther	1.12	Home Contents Insurance	Application form, correspondence relating to policy	End of policy	6 years	Confidential Destruction	Business requirement	the UK's Limitation Act allows up to six years for legal action to be taken on a contractual dispute
Communities	Lowther	Lowther	2	Managing Lowther Residential tenancies	Activities associated with the management of Lowther Residential tenancies					
Communities	Lowther	Lowther	2.1	Tenancy records	Records documenting the management of commercial tenancies including the AT5's pre-tenancy agreement, inventory, short assured Tenancy Agreement, payment arrangements/schedules with debtor and Decreets.	Termination of tenancy	7 years	Confidential Destruction	Business requirement	These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Lowther	Lowther	2.2	Complaints	All correspondence relating to a complaint	Date of final correspondence	5 years	Confidential Destruction		Keep for 5 years in case of FtT actions (Letting Agent Code of Practice)
Communities	Lowther	Lowther	3	Managing commercial lets	Activities associated with the management of Lowther Residential tenancies					
Communities	Lowther	Lowther	3.1	Commercial leases	Legal paperwork and correspondence	Sign up	10 years	Confidential Destruction	Statutory	Kept by legal team in line with Law Society of Scotland guidelines
Communities	Lowther	Lowther	3.2	Commercial leases	Leases (other than annual)	Termination of tenancy	nil	Confidential Destruction	Business requirement	Registered in Books of Council and Session
Communities	Lowther	Lowther	3.3	Commercial leases	Annual leases (unregistered)	Termination of tenancy	5 years	Confidential Destruction	Business requirement	
Communities	Lowther	Lowther	4	Assurance checks	Activities associated with assurance checks on Lowther processes					
Communities	Lowther	Lowther	4.1	Assurance checks	Weekly/monthly/quarterly assurance checks on Lowther processes	End of Financial Year	1 year	Confidential Destruction	Business requirement	
Communities	Facilities Management	Facilities Management	1							
Communities	Facilities Management	Facilities Management	1.1	Property security - inspection and enforcement	Records documenting the conduct and outcomes of a security inspection of a property, and action taken to deal with matters raised.	Date superseded	Nil	Confidential Destruction	Business requirement	

Communities	Facilities Management	Facilities Management	1.2	Property security - Records documenting property access controls to secure areas (e.g. access registers, key registers, fob registers, security data logs).	Access registers, key registers, fob registers	Date superseded	6 months	Confidential Destruction	Business requirement	
Communities	Facilities Management	Facilities Management	1.3	Property security - Register of fobs/ security passes issued to staff		Date superseded	Nil	Confidential Destruction	Business requirement	This is a live register.
Communities	Facilities Management	Facilities Management	1.4	Property security - Register of security passes issued to visitors		Date superseded	Nil	Confidential Destruction	Business requirement	This is a live register.
Communities	Facilities Management	Facilities Management	1.5	Property security - Records documenting the investigation of a security incident in a property, and action taken.		Date of completion of investigation	3 years	Confidential Destruction	Business requirement	
Communities	Facilities Management	Facilities Management	1.6	Register of car park passes issued to staff		Date superseded	Nil	Confidential Destruction	Business requirement	This is a live register.
Communities	Facilities Management	Facilities Management	1.7	Equipment and consumables - stock	Stock inventory, stock taking records, condition monitoring, movement of stock	End of financial year	3 years	Confidential Destruction	Business requirement	Subject to specific requirements for particular categories of items
Communities	Health & Safety	Health & Safety	1	Plan						
Communities	Health & Safety	Health & Safety	1.1	Health and Safety Management Arrangements	HSMA for Hazards / Risks	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	1.2	Policy	Group Health and Safety Policy	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2	Do						
Communities	Health & Safety	Health & Safety	2.1	CDM	Contractor Vetting	Date completed	10 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.2	CDM	F10	Date elapsed	4 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.3	CDM	Pre construction information (PCI)	Date project completed	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.4	CDM	Construction Phase Plan (CPP)	Date project completed	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.5	CDM	Designer Hazard Risk Reduction project paperwork	Date project completed	3 year	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.6	CDM	Letters of Appointment	Date project completed	6 years	Electronic Deletion	Statutory Requirement	
Communities	Health & Safety	Health & Safety	2.7	CDM	Health and Safety File	Date project completed	Lifetime of building	Electronic Deletion	Statutory Requirement	
Communities	Health & Safety	Health & Safety	2.8	Consultation	Consultation feedback forms (HSMA, Policy etc)	Date received	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.9	DSE Assessments	Monitoring: - Desk Assessments	Desk Assessment Form - DSE Checklist				Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees
Communities	Health & Safety	Health & Safety	2.1	Electricity at Work	PAT testing records	Date superseded	Lifetime of building	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.11	Electricity at Work	Electrical Installation Condition Report	Date superseded	Lifetime of building	Electronic Deletion	Statutory Requirement	
Communities	Health & Safety	Health & Safety	2.12	Electronic attendance records for Training	Fire Safety Certificate, Manual Handling, Health & Safety and First Aid	Date of expiry/Date superseded	Lifetime of employment	Electronic Deletion	Business requirement	This includes Certificates obtained externally
Communities	Health & Safety	Health & Safety	2.13	Events	Event Safety Plan	Date event completed	5 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.14	Fire	Fire Risk Assessment of relevant premise	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.15	Fire	Emergency / evacuation plans	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.16	Fire	Fire Logbook	Date superseded	5 years	Secure destruction	Business requirement	
Communities	Health & Safety	Health & Safety	2.17	Fire	Fire extinguisher service records	Date superseded	5 years	Secure destruction	Business requirement	
Communities	Health & Safety	Health & Safety	2.18	First Aid	First Aid needs assessment	Date superseded	3 year	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.19	H&S Inspections	Routine inspection file – containing inspection report, correspondence e.g. noise in the workplace, monitoring of display screens	Date record closed	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.20	Health and Safety Bulletins		Date of publication	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.21	Legionella	Legionella Risk Assessment	Date superseded	5 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.22	Legionella	Written scheme of control	Date superseded	5 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.23	Legionella	Water Hygiene logbook	Date superseded	5 years	Secure destruction	Business requirement	
Communities	Health & Safety	Health & Safety	2.24	Legionella	Temperature monitoring records and flushing records	Date completed	5 years	Electronic Deletion	Statutory Requirement	Legionnaires' disease. The control of legionella bacteria in water systems Approved Code of Practice and guidance
Communities	Health & Safety	Health & Safety	2.25	Legionella	Sampling results and lab reports	Date completed	5 years	Electronic Deletion	Statutory Requirement	Legionnaires' disease. The control of legionella bacteria in water systems Approved Code of Practice and guidance



Communities	Health & Safety	Health & Safety	2.26	Legionella	TMV inspections and maintenance records	Date completed	5 years	Electronic Deletion	Statutory Requirement	Legionnaires' disease. The control of legionella bacteria in water systems Approved Code of Practice and guidance
Communities	Health & Safety	Health & Safety	2.27	Legionella	System schematics	Date created	Lifetime of Building	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.28	Office Safety Manual (O.S.M)	Risk Assessment / SSOW	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.29	Office Safety Manual (O.S.M) Employee receipt record	O.S.M Employee receipt	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.3	Permits to work	Hot Works, Electrical. WAH, Excavation, etc	Date permit closed	1 year	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.31	Personal Protective Equipment (PPE) and RPE	PPE issue sheets / register	Date superceded	3 years	Secure destruction	Business requirement	
Communities	Health & Safety	Health & Safety	2.32	Personal Protective Equipment (PPE) and RPE	PPE/RPE inspection and maintenance records	Date superceded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.33	Safety Flashes	H&S issued	Date of publication	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.34	Safety Meetings	Minutes of Safety Ops Meetings and Strategy Meeting	Date of meeting	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.35	Tool Box Talks	TBT schedule / content	Date Superceded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.36	Tool Box Talks	Attendance sign in sheets	Date delivered	4 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	2.37	Training material for Health & Safety courses	Course content	Date superseded	3 years	Electronic Deletion	Business requirement	Health and Safety training material delivered internally (including Fire awareness, manual handling, general Health & Safety, Fire Marshall training) Cross Reference to Management Retention Schedule: row 7.1
Communities	Health & Safety	Health & Safety	2.38	Work Equipment	Maintenance and inspection records	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3	Check and Act						
Communities	Health & Safety	Health & Safety	3.1	Asbestos control	Asbestos Register	Date created	40 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.2	Asbestos control	Asbestos Management Plan	Date superseded	40 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.3	Asbestos control	Surveys (Management, Refurbishment, Demolition)	Date superseded	40 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.4	Asbestos control	Certificates of Reoccupation	Date completed	40 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.5	Asbestos control	HSE ASB5	Date completed	40 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.6	Asbestos control	Employee information/ instruction/ training - Recommend add to personnel record	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Monitoring carried out in accordance with Control of Asbestos at Work Regulations 2012 SI 2012 No 632 Regulation 10
Communities	Health & Safety	Health & Safety	3.7	Asbestos control	Arrangements to deal with accidents, incidents and emergencies	In case of any accident, incident or emergency. ..... Or Date Superseded	40 years ..... 3 years	Electronic Deletion	Business requirement	Information to be displayed in the work place and made available to accident and emergency services in accordance with Control of Asbestos at Work Regulations 2012 SI 2012 No 632 Regulation 15.
Communities	Health & Safety	Health & Safety	3.8	Asbestos control	Record or suitable summary of air monitoring of employees exposure to asbestos - Health record required	Date of last entry	40 years	Electronic Deletion	Statutory	Control of Asbestos at Work Regulations 2012 SI 2012 No 632 Regulation 19
Communities	Health & Safety	Health & Safety	3.9	Asbestos control	Record or suitable summary of air monitoring of employees exposure to asbestos - Health record <u>not</u> required	Date of last entry	5 years	Electronic Deletion	Statutory	Control of Asbestos at Work Regulations 2012 SI 2012 No 632 Regulation 19
Communities	Health & Safety	Health & Safety	3.10	Asbestos control	Health records - where exposure exceeds the action level	Date of last entry	40 years	Electronic Deletion	Statutory	Control of Asbestos at Work Regulations 2012 SI 2012 No 632. Regulation 22 (b) Original or copy may be kept. Any employee is allowed access to the record if reasonable notice is given under Regulation 22 (8)
Communities	Health & Safety	Health & Safety	3.11	Asbestos control	Medical examination certificates	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees
Communities	Health & Safety	Health & Safety	3.12	Contractor Management	Contractor sign in sheets	Date of last entry	1 year	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.13	Contractor Management	Contractor inductions	Date completed	1 year	Electronic Deletion	Business requirement	

Communities	Health & Safety	Health & Safety	3.14	COSHH Register	COSHH Register	Date superseded	Nil	Electronic Deletion	Business requirement	This a register which lists substances hazardous to health and should be reviewed on a regular basis to ensure up to date.
Communities	Health & Safety	Health & Safety	3.15	Equipment safety inspections	Yearly inspection Daily / month/ weekly inspection	Date of inspection	2 years 1 year	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.16	H&S Audits	H&S Audits of relevant premises	Date of last audit / last action.	3 years	Electronic Deletion	Business requirement	Management of Health and Safety at Work Regulations 1992. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Health & Safety	3.17	H&S Inspections	Inspection checklists / records	Date of last inspection / last action.	3 years	Electronic Deletion	Business requirement	Management of Health and Safety at Work Regulations 1992. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Health & Safety	3.18	Hazardous substances	Hazardous substances COSHH reports	Date of last entry	40 years	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.19	Hazardous substances	Safety Data sheets	Date received	40 years	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.2	Hazardous substances	Face fit / RPE records	Date completed	40 years	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.21	Hazardous substances	Pesticide application logs	Date completed	40 years	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.22	Hazardous substances	Pesticide application training records (PA1, PA2 etc	Date completed	Lifetime of employment	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.23	Health and Safety Executive formal correspondence	All formal correspondence	N/A	Permanently	Retain	Business requirement	

Communities	Health & Safety	Health & Safety	3.24	LOLER	Lifting equipment register	while equipment in service	2 years	Electronic Deletion	Statutory Requirement	Regulation 11 of LOLER specifies the requirements for record-keeping: Initial Thorough Examination: Lifting Equipment: Keep the report for the entire duration the equipment is in use, unless an EC Declaration of Conformity is available. Lifting Accessories: Retain the report for at least two years. If equipment undergoes examination due to circumstances that could affect its safety (for example, after an incident or significant modification), keep these reports for the same duration as periodic examinations. Periodic Thorough Examinations: Maintain these reports either until the next examination report is created or for a minimum of two years, whichever is longer. Examinations After Exceptional Circumstances: If equipment undergoes examination due to
Communities	Health & Safety	Health & Safety	3.25	LOLER	LOLER certificates	lifetime of euipment	3 years	Electronic Deletion	Statutory Requirement	Regulation 11 of LOLER specifies the requirements for record-keeping: Initial Thorough Examination: Lifting Equipment: Keep the report for the entire duration the equipment is in use, unless an EC Declaration of Conformity is available. Lifting Accessories: Retain the report for at least two years. If equipment undergoes examination due to circumstances that could affect its safety (for example, after an incident or significant modification), keep these reports for the same duration as periodic examinations. Periodic Thorough Examinations: Maintain these reports either until the next examination report is created or for a minimum of two years, whichever is longer. Examinations After Exceptional Circumstances: If equipment undergoes examination due to
Communities	Health & Safety	Health & Safety	3.26	LOLER	Pre use inspection checklist	Date superseded	1 year	Secure destruction	Business requirement	
Communities	Health & Safety	Health & Safety	3.27	Manual Handling	Equipment inspection / maintenance	Date superseded	3 years	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.28	Medication Management	Medication Administration records	Last entry	Cross reference to Care Retention Schedule	Electronic Deletion	Statutory Requirement	
Communities	Health & Safety	Health & Safety	3.29	Medication Management	Controlled drugs register	Last entry	Cross reference to Care Retention Schedule	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.3	Medication Management	Medication error reports	Date of report	Cross reference to Care Retention Schedule	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.31	Monitoring - HAVS	Exposure point logs and trigger time records	Date superseded	Lifetime of employee	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.32	Monitoring:- Noise	assessments / surveys	Date superseded	3 years	Electronic Deletion	Business requirement	

Communities	Health & Safety	Health & Safety	3.33	Monitoring - Noise / HAVS	Employee work restriction instruction	Date superseded	Lifetime of employee	Electronic Deletion	Business requirement	
Communities	Health & Safety	Health & Safety	3.34	Notify Reporting:- Accidents and incident reporting - reporting accidents involving adults (including accidents reportable under RIDDOR) - not involving asbestos or a substance hazardous to health	Notify Electronic Incident Database with supporting Risk Assessment, procedures and OSM sign off	Date of entry in Notify.	4 years	Electronic Deletion	Statutory	Prescription and Limitation (Scotland) Act 1973; Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR) SI 2013 No 1471 Regulation 12(2). A record must be kept for at least 3 years from the date on which it was made Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Health & Safety	3.35	Notify Reporting:- Accidents and incident reporting - reporting accidents involving children	Notify Electronic Incident Database	Date of birth of child	19 years	Electronic Deletion	Statutory	Prescription and Limitation (Scotland) Act 1973
Communities	Health & Safety	Health & Safety	3.36	Notify Reporting:- Accidents and incident reporting -vehicles	Notify Electronic Incident database	Date received in Notify	4 years	Electronic Deletion	Statutory	Prescription and Limitation (Scotland) Act 1973; Reporting of Injuries, Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Health & Safety	3.37	Notify Reporting:- Accidents and incident reporting - reporting accidents involving adults (including accidents reportable under RIDDOR) - involving a substance hazardous to health	Notify Electronic Incident Database with supporting Risk Assessment, procedures and OSM sign off	Date of entry in accident and incident book. - date of last entry.	40 years	Electronic Deletion	Statutory	Control of Substances Hazardous to Health Regulations 2002. SI 2002 No 2677 Regulation 11 Records kept under the 1994 and 1999 Regulations to be kept as if the 2002 Regulations had not been made. Regulation 18 (2)
Communities	Health & Safety	Health & Safety	3.38	Statutory Health Surveillance in terms of The Control of Substances Hazardous to Health Regulations 2002	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	Cross Reference to Human Resources Retention Schedule: Section 1 Managing employees	
Communities	Health & Safety	Fire Safety	1	Plan						
Communities	Health & Safety	Fire Safety	1.1	Fire Policy	Final approved policy	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Fire Safety	1.2	Fire Spreadsheet	Person Centred Fire Risk Assessment referral details, addresses of significant fires that require a visit, details of products issued to customers, addresses of OAVs	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Fire Safety	2	Do						
Communities	Health & Safety	Fire Safety	2.1	Fire Risk Assessment - Non relevant properties	Assessment of MSF and other properties deemed inscope	Date superseded	3 year	Electronic Destruction	Business requirement	
Communities	Health & Safety	Fire Safety	2.2	Person Centrered Risk Assessment	Assessment of vulnerable tenants	Date of assessment	5 years	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	2.3	Fire Working Group Terms of Reference	Terms of reference for Group	Superceded	1 year	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	2.4	Fire Working Group Minutes	Minutes of meeting	Date meeting closed	1 year	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	2.5	Fire Working Group Action Plan	Action Plan	Superceded	1 year	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	3	Check and Act						
Communities	Health & Safety	Fire Safety	3.1	Fire Management Audits	Audits of service / function fire documents. Audit of completed actions	Date of last visit / last action.	3 years	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	3.2	Operation Assurrance visits	SFRS visits	Date of last audit / last action.	3 years	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Fire Safety	3.3	Notify Fire reporting	False Alarms and domestic fires	Date closed	5 years	Electronic Destruction	Buisness requirement	



Communities	Health & Safety	Fire Safety	3.4	Fire Incident Investigation	Investigation	Date closed	5 years	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Fire Safety	3.5	SFRS formal correspondence	All formal correspondence	N/A	Permanently	Retain	Buisness requirement	
Communities	Health & Safety	Business Continuity	1	Plan						
Communities	Health & Safety	Business Continuity	1.1	Business Continuity Policy	Final approved policy	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.2	Buisness Impact Assessments	Final approved assessment	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.3	Business Continuity Plans	Final approved plan	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.4	Buisness Continuity Guidance	Final approved plan	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.5	Crisis Management Plan	Final approved plan	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.6	Crisis Management Response Plans	Final approved plan	Date superseded	3 years	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	1.7	Service / Function Exercise Schedule	Final approved schedule	Date superseded	1 year	Electronic Destruction	Business requirement	
Communities	Health & Safety	Business Continuity	2	Do						
Communities	Health & Safety	Business Continuity	2.1	Buisness Continuity Exercise	Records documenting the handling of a BC excercise event such as incident notification form, actions log, communications log, checklists, agendas, minutes, lessons learned.	Date finalised	1 year	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	2.2	Crisis Management exercise	Records documenting the handling of a crisis exercise event such as incident notification form, actions log, communications log, checklists, agendas, minutes, lessons learned.	Date finalised	1 year	Electronic Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	2.3	Buisness Continuity Live event	Records documenting the handling of a crisis exercise event such as incident notification form, actions log, communications log, checklists, agendas, minutes, lessons learned.	Date finalised	3 years	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	2.4	Crisis Management Live event	Records documenting the handling of a crisis exercise event such as incident notification form, actions log, communications log, checklists, agendas, minutes, lessons learned.	Date finalised	3 years	Electronic Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	2.5	Buisness Continuity Implementation Group Terms of Reference	Terms of refrence for Group	Superceded	1 year	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	2.6	Buisness Continuity Implementation Group Minutes	Minutes of meeting	Date meeting closed	1 year	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.

Communities	Health & Safety	Business Continuity	2.7	Buisness Continuity Working Group Action Plan	Action Plan	Superceded	1 year	Electronic Destruction	Buisness requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Communities	Health & Safety	Business Continuity	3	Check and Act						
Communities	Health & Safety	Business Continuity	3.1	Buisness Continuity and Crisis Management Audits	Audits of service / function BC and CM implementation	Date of last audit.	5 years	Electronic Destruction	Buisness requirement	
Communities	Health & Safety	Business Continuity	3.2	Group Wide exercise plan	Group BC / CM exercise schedule	Date of final exercise	1 year	Electronic Destruction	Buisness requirement	
Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Governance & Business Solutions	Procurement	Procurement	1	Contract Preparation /Planning Stage						
Governance & Business Solutions	Procurement	Procurement	1.1	Procurement Strategy	Formal document as per the Procurement regulations. This document is held on Group's intranet	date superseded	5 years	Deletion	Statutory	Procurement Reform (Scotland) Act 2014
Governance & Business Solutions	Procurement	Procurement	1.2	Annual procurement report	Formal document as per the Procurement regulations. This document is held on Group's intranet	date superseded	3 years	Deletion	Statutory	Procurement Reform (Scotland) Act 2014
Governance & Business Solutions	Procurement	Procurement	1.3	Data Collection and Analysis Documentation	Spend analysis, current contract information, supply chain information, financial/budget information	Date of contract end/end of use	5 years	Deletion	Business requirement	“Contract End” means the end of the contract including where the contract has been extended. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing. "End of use" relates to information gathered for reporting purposes, that may not specifically relate to a contract.
Governance & Business Solutions	Procurement	Procurement	1.4	Category/Commodity Strategies/Plans	Business case, project initiation documents, contract/project plans, procurement strategy	Date of contract end	5 years	Deletion	Statutory	Prescription and Limitation (Scotland) Act 1973“Contract End” means the end of the contract including where the contract has been extended. Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Governance & Business Solutions	Procurement	Procurement	1.5	Advertising Records	PIN notice, Procurement Notice, below threshold notice	Date of contract end (inclusive of extensions)	Nil	Deletion	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Governance & Business Solutions	Procurement	Procurement	2	Tender Process						
Governance & Business Solutions	Procurement	Procurement	2.1	Unregulated - Invitation to Tender Documentation	Invitation to Tender documents (incorporating the evaluation matrix and criteria), Tender clarifications questions/answers, Contract specification/terms and conditions, Tender period exchanges	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Business requirement	

Governance & Business Solutions	Procurement	Procurement	2.2	Unregulated - Tender Evaluation	Tender responses, Procurement Team Tender Report, Committee Approval Report, Standstill letters, Successful/unsuccessful letters, Supplier Debrief records, Contract Award Notice Successful SPD and Tender Submission	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Statutory	
Governance & Business Solutions	Procurement	Procurement	2.3	Unregulated - Contract Award & Management	Executed terms & conditions of contract, Contract mobilisation meeting notes, implementation timetables, service level agreements, KPI reports, complaints, payment disputes, amendments/variations/extensions, records containing data on/analysis of performance, purchase order records	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Statutory	
Governance & Business Solutions	Procurement	Procurement	2.4	Regulated - Invitation to Tender Documentation	Invitation to tender documents (incorporating the evaluation matrix and criteria), Tender clarifications questions/answers, Contract specification/terms and conditions, tender period exchanges	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Statutory	
Governance & Business Solutions	Procurement	Procurement	2.5	Regulated - Tender Evaluation	Tender responses, Procurement Team Tender Report, Committee Approval Report, Standstill letters, Successful/Unsuccessful letters, Supplier debrief records, Contract Award Notice, Successful SPD and tender Submission	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Statutory	
Governance & Business Solutions	Procurement	Procurement	2.6	Regulated - Contract Award & Management	Executed terms & conditions of contract, Contract mobilisation meeting notes, implementation timetables, service level agreements, KPI reports, complaints, payment disputes, amendments/variations/extensions, records containing data on/analysis of performance, purchase order records	Date of contract end (inclusive of extensions)	5 years from contract awarded	Deletion	Statutory	
Governance & Business Solutions	Procurement	Procurement	2.7	Statistical reports to Scottish Government on contracts awarded	Annual Return	Date of submission	3 years	Deletion	Business requirement	
Governance & Business Solutions	Procurement	Procurement	3	Unsuccessful Tenders						
Governance & Business Solutions	Procurement	Procurement	3.1	Unregulated Tenders - Invitation to Tender Documentation	Unsuccessful submissions	Contract Start	6 months	Deletion	Business requirement	
Governance & Business Solutions	Procurement	Procurement	3.2	Unregulated Tenders - Related correspondence	Standstill letters, unsuccessful tender letters, any additional related correspondence	Contract Start	6 months	Deletion	Business requirement	
Governance & Business Solutions	Procurement	Procurement	3.3	Regulated Tenders - Invitation to Tender Documentation	Unsuccessful submissions	Contract Start	3 years	Deletion	Statutory	Public Contracts (Scotland) Regulations - Regulation 83(9)
Governance & Business Solutions	Procurement	Procurement	3.4	Regulated Tenders - Related correspondence	Standstill letters, unsuccessful bids and tender letters, any additional related correspondence	Contract Start	3 years	Deletion	Statutory	Public Contracts (Scotland) Regulations - Regulation 83(9)
Governance & Business Solutions	Procurement	Fleet	4							
Governance & Business Solutions	Procurement	Fleet	4.1	Reporting:- Accidents and incident reporting -vehicles	Accident Register; Accident Incident Form	Date of entry in WE Notify	4 years	Deletion	Statutory	Cross Reference to Health & Safety : row 3.34
Governance & Business Solutions	Procurement	Fleet	4.2	Reporting: Fleet vehicle tracking inc monthly performance reports	Vehicle route and fuel consumption records, reports to monitor poor driving practice & excessive speeding	End of calendar year	3 years	Deletion	Business requirement	
Governance & Business Solutions	Procurement	Fleet	4.3	Fleet management - Allocation and maintenance	Vehicle issue & return forms, any relevant maintenance documents	Disposal of the vehicle	3 years from disposal	Deletion	Business requirement	

Governance & Business Solutions	Procurement	Fleet	4.4	Fleet management - Vehicle records, lease or purchase	Order & lease documents	Disposal of the vehicle	3 years from disposal	Deletion	Business requirement	
Governance & Business Solutions	Procurement	Fleet	4.5	Fleet - dash cam footage	dash cam recordings	Date footage recorded	2 years	Deletion	Business requirement	Footage will be automatically deleted from portal.
Governance & Business Solutions	Procurement	CMS	5							
Governance & Business Solutions	Procurement	CMS	5.1	Contracted supplier lists or databases		Date superseded	Nil	Deletion	Business requirement	
Governance & Business Solutions	Procurement	CMS	5.2	Contract Register		Expiration of contract/conclusion of contract	Nil	Deletion	Statutory	Procurement Reform (Scotland) Act 2014 Section 35. The statutory requirement is that register entries for contracts cannot be deleted until the contract expires or is terminated.
Governance & Business Solutions	Procurement	Utilities	6							
Governance & Business Solutions	Procurement	Utilities	6.1	NONE						
Governance & Business Solutions	Governance	Governance	1	Incorporation documents						
Governance & Business Solutions	Governance	Governance	1.1	Certificate of Incorporation			Permanently	Retain	Statutory	Companies Acts
Governance & Business Solutions	Governance	Governance	1.2	Certificate of change of Company name			Permanently	Retain	Statutory	Companies Acts
Governance & Business Solutions	Governance	Governance	1.3	Memorandum and Articles of Association (original)			Permanently	Retain	Statutory	Companies Acts
Governance & Business Solutions	Governance	Governance	1.4	Memorandum and Articles of Association (current)			Permanently	Retain	Statutory	Companies Acts
Governance & Business Solutions	Governance	Governance	1.5	Rules			Permanently	Retain	Statutory	Companies Act, Required for
Governance & Business Solutions	Governance	Governance	1.6	Letter of Charitable Recognition/Registration	letter from HMRC & OSCR		Permanently	Retain	Statutory	Charities and Trustee Investment (Scotland) Act 2005
Governance & Business Solutions	Governance	Governance	1.7	Registration documentation (Registered Societies)			Permanently	Retain	Statutory	Co-operative and Community Benefit Societies Act 2014
Governance & Business Solutions	Governance	Governance	1.8	Certification of Registration with Scottish Housing Regulator/Communities Scotland			Permanently	Retain	Statutory	Housing (Scotland) Acts 2001 and
Governance & Business Solutions	Governance	Governance	2	Decision making						
Governance & Business Solutions	Governance	Governance	2.1	Records of General Meetings (AGM, EGM, SGM)	Notices, Agenda, Resolution, Minutes	Date of meeting	Registered Companies (Companies Acts): 1) Permanently for records pre-1/10/2007 2) 10 years for records post 1/10/2007 Registered Societies (Cooperative and Community Benefit Societies Act 2014): 5 years	Retain / Confidential Destruction as appropriate	Statutory	Co-operative and Community Benefit Societies Act 2014 for registered societies Companies Act for companies



Governance & Business Solutions	Governance	Governance	2.2	Records of General Meetings (AGM, EGM, SGM): - Preparatory and working papers	Draft reports, premeeting documents and invites to meetings	Date superseded/ Date of meeting	Nil	Confidential Destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	2.3	Board/Committee meeting records	Agenda and reports	Date of meeting	Registered Companies (Companies Acts): 3) Permanently for records pre- 1/10/2007 4) 10 years for records post 1/10/2007 Registered Societies (Cooperative and Community Benefit Societies Act 2014): 5 years	Retain / Confidential Destruction as appropriate	Statutory	In line with Companies Acts
Governance & Business Solutions	Governance	Governance	2.4	Board/Committee meeting records	Signed minutes.	Date of meeting	Registered Companies (Companies Acts): 5) Permanently for records pre- 1/10/2007 6) 10 years for records post 1/10/2007 Registered Societies (Cooperative and Community Benefit Societies Act 2014): 5 years	Retain / Confidential Destruction as appropriate	Statutory	Companies Acts. Retain master record; copies should be destroyed
Governance & Business Solutions	Governance	Governance	2.5	Board/Committee meeting records	Presentations	Date of meeting	Nil	Confidential Destruction	Business requirement	Recorded in minute of meeting.
Governance & Business Solutions	Governance	Governance	2.6	Board/Committee meeting records: Preparatory and working papers	Draft reports, premeeting documents and invites to meetings	Date superseded / Date of meeting	Nil	Confidential Destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	2.7	Records documenting the preparation of business for consideration by Group's Executive Team and the record of discussion.	Agenda, reports/papers for consideration, minutes	Date of meeting	8 weeks	Confidential destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	2.8	Records of minute-taking	shorthand notes, audio tapes, draft minutes	Date of confirmation of the minutes	Nil	Confidential destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	3	Board and Committee Members						
Governance & Business Solutions	Governance	Governance	3.1	Records documenting Board members' declarations of interests.	Member's register of interest	Date member leaves the Board	10 years	Confidential Destruction	Statutory	Companies Act 2006, s. 177, ss. 182-7 and s. 248
Governance & Business Solutions	Governance	Governance	3.2	Board and Committee Members' signed Code of Conduct		Date member leaves the Board	Nil	Confidential destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	3.3	Register of gifts and hospitality		Date member leaves the Board	10 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	3.4	Board member appointment documentation- appointment letters, SLAs		Date member leaves the Board	6 years	Confidential Destruction	Statutory	Nb Bank details should be destroyed immediately after membership ceases
Governance & Business Solutions	Governance	Governance	4	Registrations and Statutory returns						
Governance & Business Solutions	Governance	Governance	4.1	Annual returns to SHR		Annual requirement	5 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	4.2	Register of directors and secretaries			Permanent	Retain	Statutory	Companies Acts

Governance & Business Solutions	Governance	Governance	4.3	Register of directors' residential addresses			Permanent	Retain	Statutory	Companies Act 2006
Governance & Business Solutions	Governance	Governance	4.4	Register of persons with significant control			Permanent	Retain	Statutory	Companies Act 2006. If a person ceases to be a PSC, that must be recorded but the person cannot be removed from the register until 10 years after date of cessation.
Governance & Business Solutions	Governance	Governance	4.5	Register of members			Permanent	Retain	Statutory	Companies Act. Records may be removed from register 10 years after membership ceases
Governance & Business Solutions	Governance	Governance	4.6	Register of seals			Permanent	Retain		
Governance & Business Solutions	Governance	Governance	4.7	Register of share certificates			Permanent	Retain	Statutory	Companies Act
Governance & Business Solutions	Governance	Governance	4.8	List of members (Registered Societies)			Permanent	Retain	Statutory	Co-operative and Community Benefit Societies Act 2014 - Must be kept at registered address
Governance & Business Solutions	Governance	Governance	5	Community governance						
Governance & Business Solutions	Governance	Governance	5.1	Scrutiny Panel	records such as agenda, minutes, business papers & reports, meeting notice papers,	Date of meeting	12 weeks	Confidential destruction	Business requirement	
Governance & Business Solutions	Governance	Governance	6	Statutory tenant consultation						
Governance & Business Solutions	Governance	Governance	6.1	Rent setting	Records and or reports relating to results of consultation and where applicable pre engagement and focus groups	Tenants receiving rent uplift letter	Nil	Confidential destruction	Business requirement	The results are published on website of each RSL prior to confidential destruction <u>and/or</u> available via publication scheme from Board paper
Governance & Business Solutions	Governance	Governance	6.2	Policy/Service model	Records and or reports relating to results of consultation and where applicable pre engagement and focus groups	Board decision on policy post consultation	Nil	Confidential destruction	Business requirement	The results are published on website of each RSL prior to confidential destruction <u>and/or</u> available via publication scheme from Board paper
Governance & Business Solutions	Governance	Governance	7	Freedom of Information Act & Environmental Information Regulations						
Governance & Business Solutions	Governance	Governance	7.1	Freedom of Information (Scotland) Act (FOISA) Processing of requests for reviews under FOISA 2002	internal review request, response, initial response, related correspondence and other supporting documentation	Date file closed	2 years	Confidential Destruction	Regulatory requirement	
Governance & Business Solutions	Governance	Governance	7.2	Environmental Information Regulation reviews (EIRs) Processing of requests for reviews under EIRS	internal review request, response, initial response, related correspondence and other supporting documentation	Date file closed	2 years	Confidential Destruction	Regulatory requirement	
Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1							
Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1.1	Compliments	Records documenting compliments received	End of financial year	1 year	Confidential destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1.2	Comments and enquiries (including Member Services enquiries)	Records documenting the customer comments and enquiries about the Group and how they are handled.	Date matter closed	3 years	Confidential destruction	Business requirement	There is no retention schedule in Astra to delete elected member services enquiries. No enquiries are held in sharepoint.

Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1.3	Complaints - RSL Tenants & Lowther Owners	Records documenting the handling of a customer complaint.	Date matter closed	3 years	Confidential destruction	Business requirement	There is no retention schedule in Astra to delete Stage 2 complaints. Receords held in Sharepoint have a label to delete these after 3 years. Sharepoint records started in November 2022, auto deletion of sharepoint files will start after November 2025
Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1.4	Complaints - Lowther Tenants	Records documenting the handling of a customer complaint.	Date matter closed	5 Years	Confidential destruction	Business requirement	There is no retention schedule in Astra to delete Stage 2 complaints. Receords held in Sharepoint have a label to delete these after 5 years. Data retention labels being applied to Lowther tenant complaints held in sharepoint, auto deletion will start after November 2027.
Governance & Business Solutions	Performance & Strategy	Complaints and Member Services	1.5	Analysis - Compliments, Complaints, comments and enquiries	Statistics and anonymised responses	End of financial year	5 years	Confidential destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	1	Meetings						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	1.1	Team meetings	Agendas, notes, distributed documents	Date of last meeting	1 year	Confidential destruction/deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	1.2	Project meetings	Agendas, notes, distributed documents	Date of last meeting	1 year	Confidential destruction/deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	2	Team Materials						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	2.1	Project plan/programme	Loop Project Management Document or other	Completion of project	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	2.2	Project SharePoint folder	SharePoint Folder with all project related documents	Completion of project	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	2.3	Project records and summaries	Analysis, data and summaries of outcomes	Completion of project	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	2.4	Reports	Downloaded Boxi reports	End of use	1 year	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	3	Assurance Checks						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	3.1	Record of assurance check	MS Form completed/export of data	Completion of check	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	3.2	Assurance check reporting	Report of outcomes or summary	Provision to relevant colleague/manager/director	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	3.3	Post assurance check bespoke improvement plan	Improvement recommendations	Provision to relevant colleague/manager/director	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	4	Reporting						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	4.1	Adhoc Reports	Adhoc reports to DMT and ET	1 year after reporting date to DMT and or ET	1 Financial Year	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	4.2	Amended let reporting	Amended let returns	6 years after provision to performance team	6 Financial Years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	5	Analysis						

Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	5.1	Performance analysis	Patch profiles	Date requested	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	5.2	Adhoc analysis	Anonymised responses and statistics	Date requested	2 years	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	6	Financial transactions – refunds and rent adjustments						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	6.1	Rent Refund requests	Forms calculated and submitted by Housing Officers	Date approved	6 years	Confidential Destruction	Regulatory requirements	All authorisations in line with agreed financial authorisation limits set by Housing
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	6.2	Rent Adjustment requests	Forms calculated and submitted by Housing Officers	Date approved	6 years	Confidential Destruction	Internal Audit requirement	All authorisations in line with agreed financial authorisation limits set by Housing
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	6.3	Council Tax Billing and investigation	WHG Council tax bill received	Date approved	6 years	Confidential Destruction	Regulatory requirement	
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	7	System Updates						
Governance & Business Solutions	Performance & Strategy	Quality Improvement & Business Support	7.1	Updates to Iworld	Request to update property patch or amend or add rent element/attribute	Date approved	1 year	Deletion	Business requirement	
Governance & Business Solutions	Performance & Strategy	Performance	1							
Governance & Business Solutions	Performance & Strategy	Performance	1.1	Report - Board	Report - Board - Performance version	From Saved Date of Report	1 year (last modified)	Deletion	Business Requirement	We were verbally asked to make this 3 months
Governance & Business Solutions	Performance & Strategy	Performance	1.2	Report - ET	Report - ET & DMT	From Saved Date of Report	6 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	1.3	Data sheets/charts/calculations for ET and Board reporting	Report - ET & DMT	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	1.4	Data evidence from other teams	Report - ET & DMT		5 years	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	2.1	Report - Research	Presentations	From Saved Date of Report	3 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	3.1	Report - Ad-Hoc	Presentations	From Saved Date of Report	3 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	4.1	Report - Annual Delivery Plan	Presentations	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	5.1	Report - Annual Year End	Presentations	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	5.2	Data sheets/charts/calculations for ARC reporting	Report - SHR	From Saved Date of Report	6 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	6.1	Report - Benchmarking	Presentations	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	7.1	Target Setting	Delivery Plan Preparation	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	8.1	Projects	Delivery Plan Preparation	From Saved Date of Report	5 years (last modified)	Deletion	Business Requirement	
Governance & Business Solutions	Performance & Strategy	Performance	9.1	Performance Management Framework	All evidence supporting figures provided in PMF.	End of current year	3 years	Confidential Destruction	Confidential Destruction	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	1	Equity, Diversity and Inclusion (EDI)						



Governance & Business Solutions	Performance & Strategy	Customer Engagement	1.1	RSL customer EDI data	Summary of results following RSL customer EDI data collection - PowerBI	From end date of collection	7 years – in line with tenancy records	Destruction as appropriate	Statutory / Business requirement	As per agreed EDI collection map – (other data owned by relevant teams) EDI data requirement by SHR
Governance & Business Solutions	Performance & Strategy	Customer Engagement	1.2	Equality Impact Assessments (EIA)	Final signed EIA	From date of signing	Until superseded – review every 3 years in line with policy	Destruction as appropriate	Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	1.3	Group EDI Action Plan	Drafts and final agreed plan	From date of approval	Permanent? Until superseded?	Retain	Business requirement	Final plans published on websites and internally
Governance & Business Solutions	Performance & Strategy	Customer Engagement	1.4	Different Together - Customer Focus Network	Notes, presentations, documents, agendas	From date of meeting	5 years?	Destruction as appropriate	Business requirement	Held on Teams channel. Different Together full CoE and other staff networks owned by People Services
Governance & Business Solutions	Performance & Strategy	Customer Engagement	1.5	Membership resources	Training, MI reports, external benchmarking/ assessments, horizon scanning and good practice reviews		Permanent? Until superseded?	Destruction as appropriate	Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	2	Strategic customer engagement						
Governance & Business Solutions	Performance & Strategy	Customer Engagement	2.1	Group Scrutiny Panel - meetings	records such as agendas, minutes, business information and data, presentations reports, training, learning, membership resources	From date of meeting	5 years	Destruction as appropriate	Statutory / Business requirement	SHR requirement to involve customers in scrutiny of performance – on Governance schedule currently
Governance & Business Solutions	Performance & Strategy	Customer Engagement	2.2	Group Scrutiny Panel – organisation and management	Terms of reference, signed Code of Conduct, expenses information, membership list including names, emails, addresses	From date member leaves Panel	Nil	Destruction as appropriate	Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	3	Customer Insight Driven Services – Projects						
Governance & Business Solutions	Performance & Strategy	Customer Engagement	3.1	Tenant satisfaction surveys – full and pulse surveys	Procurement information, DPIAs, survey material, contact data including names, emails, addresses, final reports	From date of final report	3 years – until superseded?	Destruction as appropriate	Statutory/ Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	3.2	Customer insight projects	Project materials, plans, performance information and insight data, trend analysis, project outcome reports, best practice, research, consultation, stakeholder briefs	From date of final report	5 years – until superseded?	Destruction as appropriate	Business requirement	Some information held on Teams channels
Governance & Business Solutions	Performance & Strategy	Customer Engagement	3.3	Annual rent setting	Procurement information, project plan, consultation materials, mailing data including names, emails, addresses, Records and/ or reports relating to results of consultation and where applicable pre engagement and focus group, lessons learned, stakeholder briefs	Tenants receiving rent uplift letter	Nil 3 years?	Destruction as appropriate	Business requirement	The results are published on website of each RSL prior to confidential destruction and/or available via publication scheme from Board paper. Some information of Teams channel On Governance schedule currently
Governance & Business Solutions	Performance & Strategy	Customer Engagement	4	Corporate Strategy						
Governance & Business Solutions	Performance & Strategy	Customer Engagement	4.1	Group and subsidiary strategies	Planning process, development material, stakeholder engagement, project scoping, strategy workshop material, staff and customer engagement, procurement information as required, membership resources, best practice, research, stakeholder briefs	Board decision on Strategy – initial approval and annual review	Drafts and preparatory material – Nil Final documentation – 5 years?	Destruction as appropriate	Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	5.	Policy Framework						
Governance & Business Solutions	Performance & Strategy	Customer Engagement	5.1	Policy development and review	Records and or reports relating to results of consultation and where applicable pre engagement and focus groups	Board decision on policy post consultation	Nil	Destruction as appropriate	Business requirement	The results are published on website of each RSL prior to confidential destruction and/or available via publication scheme from Board paper - On Governance schedule currently

Governance & Business Solutions	Performance & Strategy	Customer Engagement	5.2	Policy documents	Policy drafts, policy review and development proforma, policy templates, policy commitment tracker, policy directory, policy updates, master policy framework	Board decision on policy post consultation	Until superseded	Destruction as appropriate	Business requirement	
Governance & Business Solutions	Performance & Strategy	Customer Engagement	5.3	Archived policies	Archived policies	Board decision on policy	10 years?	Destruction as appropriate	Business requirement	Retention in line with companies act 2006 re Board papers
<b>Governance &amp; Business Solutions</b>	<b>Performance &amp; Strategy</b>	<b>Customer Engagement</b>	<b>6.</b>	<b>Accreditations</b>						
Governance & Business Solutions	Performance & Strategy	Customer Engagement	6.1	Accreditation approach and implementation	Group's accreditation approach, multi-year programme, assessments, evidence, project plans, roadmaps, data and information, membership resources, site visit plans, outcome reports and presentations, procurement information	Final report received	10 years or until superseded?	Destruction as appropriate	Business requirement	Including for Customer Service Excellence, EFQM, Investor's in People
<b>Governance &amp; Business Solutions</b>	<b>Performance &amp; Strategy</b>	<b>IT &amp; Digital Services</b>	<b>1</b>	<b>IT Service Design</b>						
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.1	Architecture Management	IT Roadmap; Solution Architecture Diagrams	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.2	Availability Management	Availability Reports	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.3	Capacity Management	Capacity Reports	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.4	Design Coordination	Technical Operating Model Design;	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.5	Service Catalogue Management	Service Schedules; Service Catalogue; Service Offerings	Date records closed	5 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.6	Service Level Management	SLA	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when service terminated
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.7	Supplier Management	SRM records; Contract Register	Date records closed	7 years	Confidential Destruction	Business requirement	The record is closed when supplier terminated
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.8	Service Continuity Management	IT BIA IT BC Plan IT BC Test Reports IT DR Plan IT DR Test Reports	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when plan superseded
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.9	Information Security Management	Information Security Policy Data Centre Access Policy CSIRP Policy					
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.10	Information Security Management	CSIRP Plan/Forensic Records/Security Report	Date of completion	3 years	Confidential Destruction	Business requirement	Retention period (date of completion) starts when last action on incident completed
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.11	Risk Management	IT Team Risk Registers IT Risk mitigation plans					
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	1.12	Compliance Management	IT Compliance Tracker IT Service Review reports/plans	Date records closed	3 years	Confidential Destruction	Business requirement	The record is closed when report/plan superseded.
<b>Governance &amp; Business Solutions</b>	<b>Performance &amp; Strategy</b>	<b>IT &amp; Digital Services</b>	<b>2</b>	<b>IT Service Operation</b>						
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.1	Access Management	Assyst records (Leavers/Movers); Admin access reports (90 -day etc.);	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.2	Application Management	Service Handover; BCRs; App Support Documentation;	Date decommissioned	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.3	Event Management	Log analysis/reports; morning checks	Date of call closure	1 year	Confidential Destruction	Business requirement	

Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.4	Facilities Management	Data Centre access requests Data Centre access reports	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.5	Incident Management	Assyst incidents; incident reporting	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.6	Operations Management	Backup procedures/reports; patching; media retention; morning checks	Date decommissioned	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.7	Problem Management	PIRs; incident reports;	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.8	Request Fulfilment	Assyst service requests; service request supporting documentation;	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	2.9	Technical Management	see SRM - technical partners; team skills matrix; training plans	Date of call closure	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3	IT Service Transition						
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.1	Application Development	Requirements docs; technical specifications; test plans	Date decommissioned	1 year	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.2	Change Evaluation	RFC, change assessment; CAB reports; run sheets	Date change request closed	2 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.3	Change Management	RFC, change assessment; CAB reports; run sheets	Date change request closed	2 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.4	Release & Deployment Management	Release notes; environment management/reports	Date release completed	2 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.5	Service Asset & Configuration Management	IT Asset Registers IT Hardware Disposal Inventory Destruction Certificates (Hard disks)	Cross Reference to Information Management Schedule Rows 3.6 and 3.7	Cross Reference to Information Management Schedule Rows 3.6 and 3.7	Cross Reference to Information Management Schedule Rows 3.6 and 3.7	Cross Reference to Information Management Schedule Rows 3.6 and 3.7	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.6	Service Asset & Configuration Management	Software licence(s) for an IT system	Date of expiry/ Termination of licence	5 years	Confidential Destruction	Statutory	Prescription and Limitation (Scotland) Act 1973
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.7	Service Validation & Testing	Change/Incident trend reports; CAB post-change review;	Date change request closed	2 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.8	Transition Planning & Support	BCR-type docs; FTE assessment; handover documentation; wiki/KBs	Date release completed	2 years	Confidential Destruction	Business requirement	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	3.9	Knowledge Management	wiki; handover docs; KBs/QRG	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4	IT Service Strategy						
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4.1	Financial Management	Budgets and internal financial reports;	Cross Reference to Finance Retention Schedule: Section 2	Cross Reference to Finance Retention Schedule: Section 2	Cross Reference to Finance Retention Schedule: Section 2	Cross Reference to Finance Retention Schedule: Section 2	
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4.2	Service Portfolio Management	Service offerings; Core/Advice/Consultancy; Support/Projects services	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4.3	Business Relationship Management	SRA schedules/calendars; Business intelligence; Customer analysis	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when service terminated
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4.4	Demand Management	service request reports; project resource requests	Date records closed	1 year	Confidential Destruction	Business requirement	The record is closed when request fulfilled
Governance & Business Solutions	Performance & Strategy	IT & Digital Services	4.5	Strategy Management	Group IT Strategy					
Directorate	Business Area	Department	Ref.	Activity/ Records Series	Description/ Example Record Types	Trigger - event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes
Assets & Development	Development & Regeneration	Development & Regeneration	1	Demolition						

Assets & Development	Development & Regeneration	Development & Regeneration	1.1	Demolition project records - Health and Safety File	Records such as;-Asbestos air monitoring, survey, geo-tech reports, ground investigations, Plans, Planning Permissions, Building warrants, Completion Certificates, utility disconnection confirmation	N/A	Permanently	Retain	Business requirement	These records are live records.
Assets & Development	Development & Regeneration	Development & Regeneration	1.2	Demolition project records - contractual correspondence	- signed pre-commencement letters, signed stewardship letters, final payment of account from contractor,	Date of completion of project	30 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Assets & Development	Development & Regeneration	Development & Regeneration	1.3	Demolition project grants - Conditions attached	Records documenting the grant process and decision such as grant preparatory papers, application and letter of award	Date of completion of project or last date of expiry of conditions whichever is the later	30 years	Confidential Destruction	Business requirement	
Assets & Development	Development & Regeneration	Development & Regeneration	1.4	Demolition project grants - No conditions attached	Records documenting the grant process and decision such as grant preparatory papers,application and letter of award	Date of completion of project	30 years	Confidential Destruction	Business requirement	
Assets & Development	Development & Regeneration	Development & Regeneration	2	New-Build						
Assets & Development	Development & Regeneration	Development & Regeneration	2.1	New Build project records - Health and Safety File	Records such as;-Asbestos air monitoring, survey, geo-tech reports, ground investigations, Plans, Planning Permissions, Building warrants, Completion Certificates, utility connection confirmation	N/A	Permanently	Retain	Business requirement	These records are live records.
Assets & Development	Development & Regeneration	Development & Regeneration	2.2	New Build project records - Contractual records	Records such as:- Third party warranties Collateral warranties Building contracts Development Agreements	Date of completion of project or last date of document update whichever is the later	30 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Assets & Development	Development & Regeneration	Development & Regeneration	2.3	New Build project records - Grant records	Records such as - Site valuation and purchase Grant offer Grant calculation Tender report Sales valuations Revenue funding agreements	Date of completion of project or last date of expiry of conditions whichever is the later	30 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Assets & Development	Development & Regeneration	Development & Regeneration	3	Regeneration						
Assets & Development	Development & Regeneration	Development & Regeneration	3.1	Transforming Communities Glasgow (TCG) member records	Membership records Board papers Board minutes TRA activations	N/A	Permanently	Retain	Business requirement	These records are live records.
Assets & Development	Development & Regeneration	Development & Regeneration	3.2	Transformation Regeneration Area (TRA) records	Grant offers Development Agreements Project files Legal information	Date of completion of project or last date of expiry of conditions whichever is the later	30 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Assets & Development	Development & Regeneration	Development & Regeneration	3.3	Regeneration Projects	Grant offers Development Agreements Project files Legal information	Date of completion of project or last date of expiry of conditions whichever is the later	30 years	Confidential Destruction	Business requirement	Nb These records must not be destroyed if a claim has been intimated, there is pending/ongoing court action, an information request has been intimated or an audit is ongoing.
Assets & Development	Development & Regeneration	Development & Regeneration	4	Miscellaneous						
Assets & Development	Development & Regeneration	Development & Regeneration	4.1	Performance reports	Weekly/Monthly performance reports	Date of meeting	7 years	Confidential Destruction	Business requirement	These are a performance snap shot for use by the development team and boards



Assets & Development	Development & Regeneration	Development & Regeneration	4.2	Processes	Current and archived processes	Date archived	Permanently	Confidential Destruction	Business requirement	These files should remain live whilst with the archived files destroyed after one year
Assets & Development	Development & Regeneration	Development & Regeneration	4.3	Business Plans	Current and in progress Business Plans	Date of finalised business plan	5 years	Confidential Destruction	Business requirement	These files should remain live whilst with the archived files destroyed after one year
Assets & Development	Development & Regeneration	Development & Regeneration	4.4	Development programme information	Project details of developments both potential and carried out by WDS	Date of inception	30 years	Confidential Destruction	Business requirement	
Assets & Development	Development & Regeneration	Development & Regeneration	4.5	Customer information	names addresses and contact details of new tenants	date uploaded	24 months	Confidential Destruction	Business requirement	This information is used by the Development team to carry out customer surveys and monitor the response rate to the survey
Assets & Development	Property Legal	Property Legal	1	Provision of legal advice: Commercial						
Assets & Development	Property Legal	Property Legal	1.1	Commercial	Case files such as the following: Development/special projects, Partnerships, Asset Management, Energy, intellectual property, negotiation of building contracts, collateral warranties and performance securities.	Date file closed	10 years	Confidential Destruction	Regulatory requirement	Law Society Guidelines (other correspondence file)
Assets & Development	Property Legal	Property Legal	2	Provision of legal advice: Real Estate						
Assets & Development	Property Legal	Property Legal	2.1	Acquisitions	Electronic and Paper Case files such as the following: purchases of real estate including mortgage to rent and buy-backs from owners, leases where acquiring tenant's interest.	Date file closed	10 years	Confidential Destruction (unless unusually complicated then retain until property disposed of)	Regulatory requirement	Law Society Guidelines (Conveyancing Transactions - Purchase)
Assets & Development	Property Legal	Property Legal	2.2	Disposals	Electronic and Paper Case files such as the following: RTB sales (completed), miscellaneous sales of land, excambions, commercial leases, intra-group leases of residential property, non-standard leases of residential property, servitudes/wayleaves, standard securities, Deeds of Real Burdens and Minutes of Agreement.	Date file closed	10 years	Confidential destruction	Regulatory requirement	Law Society Guidelines
Assets & Development	Property Legal	Property Legal	2.3	Disposals	Cancelled or Refused RTBs	Date file closed	6 months	Confidential destruction	Business requirement	Law Society Guidelines
Assets & Development	Property Legal	Property Legal	3	Title Deeds						
Assets & Development	Property Legal	Property Legal	3.1	Land Certificates/Title Sheets	Land Certificates/Title Sheets	Once reference has ceased	Nil	Confidential destruction	Business requirement	These records are only held for reference purposes during a transaction and should not be retained in a Deeds Store.
Assets & Development	Property Legal	Property Legal	3.2	Discount Charge Certificates (RTB)	Discount Charge Certificates	Upon expiry of discount	Nil	Confidential destruction	Business requirement	
Assets & Development	Property Legal	Property Legal	3.3	Deeds recorded in the Register of Sasines	Deeds recorded in the Register of Sasines	Upon completion of transaction	Until (a) disposal of property or (b) until first registration is triggered.	In respect of (a) pass deeds to acquirers or (b) submission to Land Register of Scotland.	Business requirement	In respect of (b), a copy should be retained for reference purposes prior to submission of deed for first registration. This copy should be destroyed when the title sheet is updated.
Assets & Development	Property Legal	Property Legal	3.4	Leases (both registered and unregistered in Books of Council and Session)	This includes extract leases and assignations of lease	Upon termination of lease period (the ish)	Until (a) disposal of property or (b) until expiry of deed.	In respect of (a) pass deeds to acquirers or (b) confidential destruction	Business requirement	
Assets & Development	Property Legal	Property Legal	4	Provision of Training						
Assets & Development	Property Legal	Property Legal	4.1	Training material for Legal courses	Training material	date of last update	5 Years		Business requirement	
Assets & Development	Property Legal	Property Legal	5	General Administration						

Assets & Development	Property Legal	Property Legal	5.1	Mail processing	Cross Reference to Management Retention Schedule					we thought there was a Group policy on this and were trying to be consistent. I can't find anything in We Connect called Management Retention Schedule. Is this something that exists? If not, can I suggest 1 year from date of receipt of mail. Most paper mail we receive will fall into another category anyway.
----------------------	----------------	----------------	-----	-----------------	--	--	--	--	--	--