

Reference	Category/Function	Activity / Records Series	Description / Example Record Types	Trigger event that prompts start of retention period	Retention Period	Disposal Action	Authority	Citation/ Notes	Edit History	Version	Publication Date
20	MANAGEMENT										
20.001	Ceremonial										
20.001.002	Ceremonial	Records documenting the planning of a civic event and/or official visit to the Council		Date of last action	3 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.001.002a	Ceremonial	Records documenting the planning of events / awards ceremonies organised by the Council	Annual Sports and Arts Awards, Long Service Awards, Dennis Canavan Scholarship Awards and the Festival of Remembrance	Date of last action	1 year	Destroy	Business requirement		Added by Service	1.1	
20.001.004	Ceremonial	Records documenting the planning of official Council representation at events, ceremonies etc. other than those which the Council organises.		Date of last action	3 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.002	Communication Support										
20.002.002	Communication Support	Mail processing	Incoming and outgoing mail logs and registers	Current	2 years	Destroy	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.002.004	Communication Support	Publications - minor publications	Guides, books, artwork and other Council publications	Date published	3 years	Sample for archival value	Business requirement	Retain one set of records only - copies to be destroyed once business use concluded. Comply with legal deposit requirements: http://www.nls.uk/about-us/what-we-are/legal-deposit	taken from SCARRS, description updated by Service	1.1	
20.002.006	Communication Support	Staff communications	Staff memos, newsletters	Administrative use ends	1 year	Destroy	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.002.FC.001	Communication Support	Call Recording Protocol	CCNG Recordings	Date recorded	90 days	Deletion	BT	Senior Managers within Service Areas	Added by Service	1.7	
20.003	Corporate Communication										
20.003.001	Corporate Communication	Campaigns - final outputs	Final outputs - presentations, leaflets and artwork	Conclusion of campaign	3 years	Sample for archival value	Business requirement	Retain one set of records only - copies to be destroyed. May be published on Social Media	taken from SCARRS, description and notes updated by Service	1.1	
20.003.003	Corporate Communication	Corporate identity and branding - artwork	Final artwork for corporate identity marks	Superseded	Permanent	Retain	Business requirement	Transfer to archives	taken from SCARRS, agreed by Service	1.0	
20.003.005	Corporate Communication	Marketing materials - final outputs (retained by lead Service)	presentations, leaflets, posters	Superseded	3 years	Sample for archival value	Business requirement	Retain one set of records only - copies to be destroyed	taken from SCARRS, description updated by Service	1.1	
20.003.007	Corporate Communication	Communications with other public sector organisations (retained by lead Service)	requests for information and other general correspondence	Last action	3 years	Review for archival and re-use value	Business requirement	Includes other Local Government authorities, Local Government organisations, Central Government departments and agencies and parliamentary organisations	taken from SCARRS, name updated by Service	1.1	
20.003.008	Corporate Communication	Consultations - Council responses to external consultations	Records documenting the Council's response to a consultation/survey carried out by an external organisation	Last action	5 years	Review for ongoing value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.003.009	Corporate Communication	Consultations - Council consultation of external organisations - Final outputs	Reports, presentations, anonymised statistics	Publication date	5 years	Review for ongoing value	Business requirement		taken from SCARRS, agreed by Service	1.0	

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20.003.010	Corporate Communication	Consultations - Council consultation of external organisations - preparatory records	Records documenting the design of a consultation/survey.	Completion of survey/consultation	5 years	Review for ongoing value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.003.011	Corporate Communication		Records documenting the administration of a consultation/survey.	Completion of survey/consultation	1 year	Destroy	Business requirement	anonymised data kept for 3 years	taken from SCARRS, citation updated by service	1.1	
20.003.012	Corporate Communication		Records documenting a response from another organisation to a consultation/survey.	Completion of survey/consultation	1 year	Destroy	Business requirement	anonymised data kept for 3 years	taken from SCARRS, citation updated by service	1.1	
20.003.013	Corporate Communication		Records documenting the analysis of responses to a consultation/survey.	Completion of survey/consultation	1 years	Destroy	Business requirement	anonymised data kept for 3 years	taken from SCARRS, citation updated by service	1.1	
20.003.014	Corporate Communication	Media relations records - final outputs	Media reports, briefings, press releases, published version of a media interview,	Publication/release date	2 years	Review for archival and re-use value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.003.018	Corporate Communication	Customer satisfaction surveys - survey design	Records documenting the design of the survey.	Completion of survey	1 year	Review of ongoing value / Review for Archives	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.004	Enquiries and complaints										
20.004.001	Enquiries and complaints	Comments and enquiries - case files	Records documenting the processing of customer comments and enquiries about the Council including responses	Last action on comments	2 years	Destroy	Business requirement	See also Information Management schedule for enquiries under Data Protection, Freedom of Information and Environmental Information legislation	taken from SCARRS, retention period updated by Service	1.1	
20.004.001a	Enquiries and complaints	Comments and enquiries - factoring	Records documenting the processing of customer comments and enquiries about the Council including responses	Last action on comments	3 years	Destroy	Business requirement		Added by Service	1.5	
20.004.002	Enquiries and complaints	Comments and enquiries - analysis	Statistics and anonymised responses	Current	2 years	Review for archival and re-use value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.004.003	Enquiries and complaints	Complaints - case file	Records documenting the handling of a customer complaint (including SPSO)	Last action on complaint	2 years	Destroy	Business requirement	Prescription and Limitation (Scotland) Act 1973 c.52 and 1984 c.45;	taken from SCARRS, description and retention period updated by Service	1.1	
20.004.004	Enquiries and complaints	Complaints - analysis	Statistics and anonymised responses	Current	2 years	Review for archival and re-use value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.005	External audits										
	External audits	Refer to retention schedule of specific function that is being audited							taken from SCARRS	1.0	
20.006	Business preparation										
	Business preparation	For Meetings, Officer representation and Partnership and agency working see Retention Schedule 8: Democracy							taken from SCARRS	1.0	
20.006.001	Business preparation	Records documenting the Council's membership of a local government organisation.	Including records documenting the Council's representation in the work of a local government organisation.	Termination of membership	3 years	Destroy	Business requirement		taken from SCARRS, description updated by Service	1.1	
20.007	Project Management										

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20.007.001	Project Management	Projects funded by the Council - major records	Business case and proposal, Project plan, lessons learnt report, assessments, reviews - final versions and key drafts	Project close	6 years	Review for archival and re-use value	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.007.002	Project Management	Projects funded by the Council - preparatory records	minor drafts, correspondence, copies of financial and contractual records	Project close	6 years	Review for archival and re-use value	Business requirement	For records relating to the procurement of services in relation to projects see Retention Schedule 12 - Finance	taken from SCARRS, agreed by Service	1.0	
20.007.003	Project Management	Projects - funded through European and other external funds	All documentation relating to the project: Specifications, plans, reports, correspondence, consultations .etc, Feasibility studies, copies of financial documents,	Closure of the European Funding Programme(s) which funded the project	6 years	Review for archival and re-use value	Statutory	Retention and Disposal depends on the length of funding programme and type of projects. Decision will be taken on a case-by-case basis. Grant offer may stipulate length of retention. Seek expert advice on European Funding.	taken from SCARRS, agreed by Service	1.0	
20.008	Quality and performance										
20.008.001	Quality and performance	Assessments for accreditation, eg. Chartermark, IIP		Assessment completed	5 years Until superseded	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.008.002	Quality and performance	Performance monitoring and review of quality, efficiency, or performance of a local authority service or unit - major records	Final reports - Best Value Review; Policy review; Strategic plan review; operational plan review	Approval of review report	5 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.008.003	Quality and performance	Performance monitoring and review of quality, efficiency, or performance of a local authority service or unit - preparatory records	Supporting and preparatory documentation including minor drafts, correspondence, meeting records	Approval of review report	1 year	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.008.004	Quality and performance	Inspections - external inspections received in relation to corporate or service specific performance management indicators (PFI)	Inspection report	Date of inspection report	7 years	Destroy	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.008.005	Quality and performance	Process maps		When superseded or obsolete		Destroy	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.009	Statutory Returns										
20.009.001	Statutory Returns	Reports to government - Outputs	Final version of statutory performance data submitted	Date of return	2 years	Destroy	Business requirement		taken from SCARRS, retention period updated by Service	1.1	
20.009.002	Statutory Returns	Reports to government - preparatory records	Records documenting the collection, collation and submission of statutory performance data as required by a statutory authority.	Current	2 years	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.010	Strategic Planning										
20.10.001	Strategic Planning	Corporate initiatives		End of initiative	10 years	Review for re-use and archival value	Business requirement		taken from SCARRS, retention period updated by Service	1.1	

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20.10.002	Strategic Planning	Records documenting the preparation of business for consideration by the Council's strategic management group/ Senior Management Team, and the record of discussion and decisions.	Agenda, reports/papers for consideration, minutes	Current year	Permanent	Retain	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.10.003	Strategic Planning	Corporate / strategic plans		Superseded	Permanent	Retain	Business requirement	Originating Service to send 1 copy to archives on publication	taken from SCARRS, activity / record series and citation / notes updated by Service	1.1	
20.10.004	Strategic Planning	Strategic Plan - Reviews		Date closed	5 years	Review	Business requirement	Service planning may have historical significance/evidence of service activities; Archives should have option to review these before any are destroyed	taken from SCARRS, description, trigger, retention period, disposal action and notes updated by Service	1.1	
20.10.005	Strategic Planning	Service Plans / Service Planning		Superseded	5 years	Review	Business requirement	Service planning may have historical significance/evidence of service activities; Archives should have option to review these before any are destroyed	taken from SCARRS, activity / record series. Retention period, disposal action and citation / notes updated by Service.	1.1	
20.10.006	Strategic Planning	Organisational structure		Superseded	1 year	Sample for archival value	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.10.007	Strategic Planning	Corporate policies - master records	including significant records documenting policy development	Superseded	Permanent	Retain	Business requirement	Originating Service to send 1 copy to archives on publication	taken from SCARRS, notes updated by Service	1.1	
20.10.008	Strategic Planning	Corporate policies - departmental / service copies		Superseded	None	Destroy	Business requirement		taken from SCARRS, agreed by Service	1.0	
20.10.009	Strategic Planning	Corporate policies - preparatory records		Authorisation of policy	1 year		Business requirement		taken from SCARRS, agreed by Service	1.0	
20.10.010	Strategic Planning	Service specific policies and procedures		Superseded	2 years	Sample for archival value	Business requirement		taken from SCARRS, agreed by Service	1.0	