

APPENDIX 2: RETENTION PERIODS

This document is a live document and subject to periodical updates and amendments to reflect changes in the legislation and council services.

TABLE OF CONTENTS

1. COMMUNITY & NEIGHBOURHOOD	8
2. CORPORATE SERVICES & TRANSFORMATION.....	13
3. FINANCE & ESTATES	28
4. HOUSING INVESTMENT	32
5. HOUSING DEVELOPMENT	40
6. PLANNING & REGULATORY	41
7. REGENERATION.....	45
8. ENVIRONMENTAL SERVICES (STEVENAGE DIRECT SERVICES)	45
9. LEGAL SERVICES	49

1. COMMUNITY & NEIGHBOURHOOD

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Community Safety & Safeguarding	Child Safeguarding	All records relating to summary case management of children under the protection of local authority. Child Protection Register	Permanent	Arrangements for the Placement of Children (General) Regulations 1991 *Same as Lead partner's retention	Date of records created
	Child protection - Offenders	All records relating to summary case management of adults convicted of Schedule 1 offences Sch.1 offenders	100 years	* Same as Lead partner's retention	Date of birth
	Child protection – Cases	All records relating to individual case assessment, investigation, registration, and management of children involved in child protection. Essentially all locally held / secure database files with information on; a) Investigated, conferenced and registered b) Core assessment & core group meetings c) Investigated but not conferenced and/or registered	50 years	*Same as Lead partner's retention	Date of birth of child
	Child in Need (Family Support)	All records relating to individual cases involving initial assessment and provision of advice in regards child safeguarding; a) Initial assessment b) Advice only c) Information requests	15 years	*Same as Lead partner's retention	Date of case creation
	Child Safeguarding	All records relating to Serious Case Reviews including the final. All records relating to Child Death Reviews	15 years	Common business practise	Date of report
	Adult Safeguarding	All records relating to adults who have been the focus of the Safeguarding Adults Procedure	10 years after date of death or date case closed	* Same as Lead partner's retention	After involvement with Council terminates.
	Adult support-Mental Health	Process involved in assessing & providing individual support for adults with mental health illness.	20 years	* Same as Lead partner's retention	Date of creation

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Adult Support – Financial	Process around supporting adults in gaining financial support that they are entitled to	7 years	* Same as Lead partner's retention	Date of creation
	Adult and Child – Accident records	Process that records injuries to vulnerable adults or children a) Play site records Supported Housing accident forms	100 years	* Same as Lead partner's retention	Date of creation
	Employment records	b) Employment records of all staff working with children or vulnerable adults	25 years	Common business practise	After termination of employment
	Anti-Social Behaviour (ASB)	All records relating to : <ul style="list-style-type: none"> • Anti-Social Behaviour (ASB) documents • Police Safety Net Information • MAPPA, MARAC, SADAP, NMS 	6 years	Limitation Act 1980 (Section 2)	Date of records created
	No More Services	All records relating to Drug & Alcohol related information	Permanent	Common business practise	Date of records created
Leisure Service & Wellbeing	Local Involvement Network (LINK)	All records relating to the provision and management of a Local Involvement Network	4 years	Local Government Act 1972 s100c	Year records created
	Volunteering	All records relating to provision of volunteering opportunities available in the community	3 years	Limitation Act 1980	Year records created
	Youth leadership training	All records regarding youth project volunteering	3 years	Limitation Act 1980	Date qualification expires
	Youth project volunteering	All records relating to management of youth project volunteers	6 years	Limitation Act 1980 (Section 2)	Last contact with the volunteer
Sports & Wellbeing	Health and Sport Services	All records regarding participant registration details	3 years	Limitation Act 1980 (Section 11)	Date project ends

**Note: Retention periods to align with Hertfordshire County Council (HCC) Retention & Disposal Schedule*

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records regarding accident and incident reporting forms	4 years	Limitation Act 1980 (Section 11)	Date of accident
		All records regarding application for Elite Athletes Passport	3 years	Common business practise	Date of application
		All records regarding captured photographs and videos in Sports & Wellbeing service unit	5 years	Common business practise	Date of capture
		All records relating to the allocation of sports grants	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		All records regarding contracts issued	6 years	Limitation Act 1980 (Section 5)	Last action on the contract
		All records regarding Service Level Agreements	2 years	Limitation Act 1980 (Section 2)	Date service level agreement expires
		All records regarding marketing and mailing list information	3 years	Common business practise	Date of records last updated or until user unsubscribe from mailing list
		All records regarding staff and volunteer qualifications	3 years	Limitation Act 1980	Date of records last updated
Museum	MODES Database	Museum Donations (MODES database), accession register and entry forms	Permanent	Common business practise	Year records created
	Mailing List	Mailing List Information	3 years or until user unsubscribe from mailing list	Common business practise	Year records created
	Booking List	Booking Information	1 year	Common business practise	Year records created
		Museum Volunteer Application Forms	1 year after volunteering ends	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Museum Volunteer Equality Monitoring Forms	1 year after volunteering ends	Common business practise	Year records created
	CCTV-Museum	CCTV-Museum	30 days	Common business practise	Date record created
		All records relating to general enquiries	1 year after the enquiry is made	Common business practise	Date enquiry made
	Museum and Gallery Shop	All records relating to the sale of goods in museum and gallery shops	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		All records relating to the management and maintenance of museums and galleries	6 years	Limitation Act 1980 (Section 2)	Year records created
Community Transport	Community Transport	All records relating to customer bookings	3 months	Common business practise	Date records created
Play Centre	Play Centre	All records relating to Children Information forms & children supervision	Until child no longer accesses service or is 18 years	Common business practise	Date records created
		All records relating to Play Centre staff	2 years	Common business practise	Year records created
		All records relating to any incident	Permanent	Common business practise	Year records created
Arts & Culture	Arts & Culture meetings	All records relating to contact list of attendees for marketing & meeting invites	2 year or until recipients unsubscribe from mailing list	Common business practise	Date of records created
		All records relating to contact list and comments for networking purposes	2 year or until recipients unsubscribe from mailing list	Common business practise	Date of records created
		All records relating to social media and other web pages	1 year	Common business practise	Date of record created
		All records relating to the development and management of arts and creative classes	6 years	Limitation Act 1980	Date of record created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to the support and development of arts in the local community	6 years	HMRC - Compliance Handbook Manual CH15400	Date of record created
	Events and exhibitions	All records relating to the provision of information on countryside events that have or will take place in the local area. Events may be run by the local authority, local volunteer groups or other organisations	1 year	Common business practise	Date of record created
		All records relating to the provision of exhibitions in public buildings or open spaces	3 years	Common business practise	Date of record created
	Accessibility - local facilities	All records relating to accessibility of buildings owned by public authorities	6 years	Limitation Act 1980	Date of record created
	Outdoor activities	All records relating to the development and management of outdoor activities	6 years	Limitation Act 1980 (Section 2)	Creation of records
		All records relating to children (aged under 18 years) who are taking part in outdoor activities	25 years	Limitation Act 1980 (Section 2)	Date of birth of minor
		All records relating to young people and adults (aged over 18 years) who are taking part in outdoor activities	6 years	Limitation Act 1980 (Section 2)	Last contact with client
Community Development	Resident Involvement	All records relating to residents meetings	1 year or customer unsubscribe from mailing list	Common business practise	Date record created
		All records relating to Consultation customer database	5 years or customer unsubscribe from mailing list	Common business practise	Date record created
	Local Community Budget	All records relating to community grants	6 years	HMRC - Compliance Handbook Manual CH15400	Last payment on the grant
	Neighbourhood Wardens	All records relating to Neighbourhood Wardens	6 years	Common business practise	Date records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to the work of the Community Wardens which do not contain personal information	6 years	Limitation Act 1980 (Section 2)	Date records created
	Fly tipping	All records relating to the removal of waste which has been dumped by fly-tippers	6 years	Limitation Act 1980 (Section 2)	Date records created
		All records relating to the processes to support enforcement action taken against fly tippers	6 years	Limitation Act 1980 (Section 2)	Date records created
	Community Centres	All records relating to the provision and management of Community Centres	6 years	Limitation Act 1980 (Section 2)	Date records created
CCTV	Use & release of CCTV evidence	All records relating to the use and release of CCTV evidence Vandalism prevention	6 years	Limitation Act 1980	Year records created
	CCTV recordings	All records relating to CCTV recordings	30 days	Common business practise	Date of records created
	Telephone recordings	All records relating to telephone recordings	7 days	Common business practise	Date of record created

2. CORPORATE SERVICES & TRANSFORMATION

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Corporate Services & Transformation	Corporate records	All records relating to recording /communication of ceremonial events and civic occasions <ul style="list-style-type: none"> • Visitors' book • Audio tapes • Video tapes • Photographs 	Permanent	Common Business Practise	Date of records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to corporate plan	Permanent	Common business practise	Date of records created
		All records relating to community plan	Permanent	Common business practise	Date of records created
		All records relating to public consultations	6 years		Date consultation ends
		All records relating to links between local people, local organisations and decision makers.	4 years	Local Government Act 1972 s100c	Year records created
		All records relating to business discussions, debates, resolutions etc. e.g. SMB minutes	6 years	Common business practise	Date of meeting
		All records relating to the provision of an advocate who can act on behalf of a customer who has made a complaint about one or more services provided by the local authority	6 years	Limitation Act 1980 (Section 2)	Year records created
		All records relating to complaints about services dealt with as business as usual	3 years	Common business practise	Date complaint resolved
		All records relating to press releases	3 years	Common business practise	Year records created
		All records relating to Reports of major incidents in the community, whether or not emergency plan was activated	10 years	Common business practise	Year records created
		All records relating reports of minor incidents in the community	6 years	Common business practise	Year records created
		All records relating to Business Continuity Plans	6 months	Common business practise	From annual revision
	Audit and Inspection Development Strategy	All records relating to audits carried out internally or externally	6 years	Local Government Finance Act 1992	Date audit accepted
		All records relating to counter fraud investigations	6 years	Limitation Act 1980	Date of completion of enforcement action
		External audit letter	5 years	Common business practise	Year records created
		All records relating to creation, implementation and monitoring of a strategic plan for the council	6 years	Common business practise	Date plan expires
	Development Strategy Equalities And Diversity	All records relating to the development and monitoring of annual business plans	0	Common business practise	Year records created
		All records relating to the development of tourism opportunities	10 years	Common business practise	Year records created
		All records relating to the use of the Equality Framework for Local Government (EFLG)	3 years	Common business practise	Creation of records

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Policy & Performance	All records relating to accident reporting where the person is aged over 18 at the time of the accident	4 years	Limitation Act 1980 (Section 11)	Date of accident
		All records relating to accident reporting where the person is aged under 18 at the time of the accident	22 years	Limitation Act 1980 (Section 11)	Date of birth of individual
		All records relating to health and safety campaigns carried out by local authorities	3 years	Common business practise	Date of end of campaign
		All records relating to Health and Safety strategy including policy documents	6 years	Limitation Act 1980 (Section 2)	Date policy superseded
		All records relating to the development and implementation of health and safety policies	6 years	Limitation Act 1980 (Section 2)	Date policy superseded
		All records relating to inspecting equipment	6 years	Limitation Act 1980 (Section 2)	Date of inspection
		Risk Assessments relating to land and property in public ownership	6 years	Limitation Act 1980 (Section 2)	Date risk assessment superseded
		All records relating to the management of employee relations	6 years	Limitation Act 1980 (Section 2)	Year records created
	Industrial Relations	All records relating to trade union liaison	3 years	Common business practise	Year records created
		All records relating to the creation, implementation and monitoring of policies and procedures	3 years	Common business practise	Date policy/procedure expires
	Open data publication	All records relating to the publication as open linked data of public sector information such that the data can be read and published in a variety of formats and resources	0	Common business practise	Publication of data
	Performance measurement and reporting	All records relating to the collection and publication of a range of performance indicators reflecting the services the authority provides	5 years	Common business practise	Year records created
	Policy - retention schedules	All records relating to the development and implementation of information surveys (or information audits)	3 years	Common business practise	Date information survey expires
	Transparency of accounts	All records relating to the publication of council accounts	6 years	Local Government Finance Act 1992	Year records created
	Transparency of senior salaries	All records relating to transparency of senior salaries	1 year	Common business practise	Year records created
	Value for money	All records relating to value for money activities	6 years	Common business practise	Year records created
	Value Open data publication	All records relating to links between local people, organisations and decision makers.	4 years	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Service Delivery	All records regarding service delivery consultations	6 years	Common business practise	Year records created
	Spending Plans	All records relating to the arrangements of public meetings or other means by which citizens can be consulted on budget plans for the forthcoming year	3 years	Common business practise	Year records created
		All records relating to the publication of spending plans	3 years	Common business practise	Year records created
Business Process Improvements	Business Process Improvement	All records relating to the use of business process improvement to improve council services	6 years	Limitation Act 1980	Date of final report of implementation or improvements
	Community strategy	All records relating to the development of a community strategy	4 years	Local Government Act 1972 s100c	Date strategy expires
	Council expenditure	All records relating to expenditure made by the council including invoices, purchase orders etc.	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		All records relating to the publication of details of council expenditure which can be viewed by local residents	1 years	Common business practise	Year records created
Council	Councillors allowances and expenses	All records relating to expenses and allowances paid to councillors including the publication of this information	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
Council	Members and officers code of conduct	All records relating to the administration and recording of the appointment of Members to Outside Bodies	6 years	Common business practise	End of appointment/office
	Members and officers code of conduct	All records relating to the production of members' accountability statements	6 years	Common business practise	Creation of records
Constitutional Services	Constitutional Services	Register of Members' Interests	2 years	Common business practise	Retain from end of office
		All records relating to the processing of Member support requests: excluding Member training and development	4 years	Common business practise	Date of records created
		All records relating to the administration of appointments and membership of committees	4 years	Common business practise	Date records superseded
		Admission and recording of the appointment of Members to Outside Bodies, charities and working groups	6 years	Common business practise	End of appointment/office
	Member Training	Records relating to the processing of Member support requests including: Member induction and Member training and development	4 years	Common business practise	Creation of records
	Register of Interests	Register of Members' Interests, Register of Gifts and Hospitality	6 years	Common business practise	End of appointment/office

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Members' Code of Conduct	Records relating to the investigation of complaints about breaches of the Members' Code of Conduct	1 year	Common business practise	Date investigation completed
	Independent Remuneration Panel	All records relating to the administration of Independent Remuneration Panel	6 years	Common business practise	Date records created
		Contact details for IRP members	1 month	Common business practise	End of term of appointment
	Honorary Freeman and Alderman	Records relating to the appointment of Honorary Freeman and Alderman	Permanent	Common business practise	Permanent
	Constitution	a. Creation and management of the authority's Constitution b. All working papers relating to amendments made to the Constitution	Permanent	Local Government Act 2000	Permanent
	Council Meetings	a. All records relating to publication of details of Council and Committee meetings b. Dates and venues for forthcoming meetings	Retain from date of publication until updated – dynamic document	Common business practise	Retain from date of publication until updated – dynamic document
	Minutes, Agendas and Reports	Agendas and reports for Council and other formal meetings	6 years	Local Government Act 1972 s100b	Retain from date of meeting for 6 years then archive
		Part 2 reports for Council and other formal meetings	6 years then redact and archive on internal system permanently	Common business practise	Retain all data from date of meeting for 6 years then redact and archive on internal system permanently
		Signed Minutes	Permanent	Common business practise	Permanent
		Minutes – copies for public inspection	6 years then archive	Local Authorities (Executive Arrangements) (Access to Information) (England) Regulations 2000	Retain from date of meeting for 6 years then archive
		Background papers to reports	4 years	Common business practise	Retain from date of meeting
		Agendas, reports and minutes for internal meetings administered by Constitutional Services	6 years	Common business practise	Retain from date of meeting/decision
		All records relating to the administration of the Council, Executive and all Committees	1 year	Common business practise	Retain from creation of records
	Meeting Recordings/Notes	Draft/rough minutes of public meetings	Retain until draft minutes are published	Common business practise	Retain until draft minutes are published

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Streamed public meetings via social media (e.g. You Tube)	6 months	Common business practise	Retain until draft minutes are approved by Chair.
	Forward Plan	All records relating to the management and publication of the Forward Plan of Key Decisions	Permanent	Common business practise	Date of records created
	Petitions	All records relating to the management of petitions submitted in electronic and paper format	6 years	Common business practise	Retain from year record created for 6 years
Governance	Council Committee minutes and agendas		Permanent	Common business practise	Destroy when minutes confirmed
Electoral Services	Electoral Registration	Electoral Register (including monthly notices of alterations)	Permanent	Common business practise	Year records created
		Household Enquiry Forms / Invitations to Register/Online Registration Forms/Special Category Elector Forms/ Change of Name Forms/ Documentary Evidence/Opt Out of the Open Register Requests	Permanent	Electoral Registration and Administration Act 2013	Year records created
		Postal Vote Application Forms /Postal Vote Signature Refresh Forms	5 years or until application is cancelled	Common business practise	Receipt of application
		Proxy Vote Application Forms	Until application expires/is cancelled	Common business practise	Receipt of application
	Elections	Marked Register and Marked Absent Voters Lists	Permanent	Common business practise	Year records created
		Nomination Papers	12 months	Common business practise	Polling Day
		Ballot Papers/Corresponding Number Lists/Postal Voting Statements	12 months	Common business practise	Declaration of Result

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Candidates Election Spending Return	2 years	Common business practise	Date the return is received (within 35 days following declaration of result)
		Home Address Form (UKPGE only)	21 Days	Common business practise	After return of the written request
Local Land Charges	Maintenance of assets	All records relating to maintenance of assets	7 years	Common business practise	Date of records created
	Maintenance of equipment	All records relating to maintenance of equipment	7 years	Common business practise	Date of records created
	Management of disposals documents	All records relating to disposal documents	15 years	Common business practise	After all obligations are fulfilled
	Management of acquisitions	All records relating to management of acquisitions	12 years	Common business practise	After existence of the building.
	Management of leased properties	All records relating to management of leased properties	15 years	Common business practise	After disposal
	Acquisition and disposal of vehicles	All records relating to acquisition & disposal	7 years	Common business practise	After disposal
	Vehicle maintenance	All records relating to vehicle maintenance	7 years	Common business practise	Date of records created
	Permissions & other documents which might affect possession or easement claims	All records relating to permissions, possession & easement claims	Permanent	Common business practise	Date of records created
	Records of vehicle usage	All records relating to records of vehicle usage	3 years	Common business practise	Date of records created
	Local Land Charges Register	All records relating to Local Land Register	Permanent	Common business practise	Date of records created
Communications	Social Media	All records relating to Social media posts	3 years	Common business practise	Year records created
		All records relating to Social media private messages	6 years	Common business practise	After closure of request
		All records relating to Social media content & information	3 years	Common business practise	Year records created
	Media Relations	All records relating to the publication of the latest news and public information relevant to the local area	3 years	Limitation Act 1980	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Media publications concerning local authorities	Permanent	Common business practise	Year records created
	Photographs & Videos	All records relating to personal permissions for filming/photography and their use to create awareness of council activities.	10 years	Common business practise	Year records created
		All records relating to personal permissions for filming/photography and their use for marketing & promotion via consent form	5 years	Common business practise	Year records created
	Feedback & Surveys	All records relating to the feedback and surveys	1 year	Common business practise	Year records created
	Council Website	All records relating to council website	20 years	Common business practise	Years records created
Customer Services	Email Archiving	All records relating to email archiving	3 years	Common business practise	Date of record created
	Electronic Back Up Tapes	All records relating to electronic back up tapes	1 year	Common business practise	Date of record created
	Electronic files	All records relating to electronic files	3 years	Common business practise	From date last used
	Feedback	All records relating to feedback and suggestions made by local residents	3 years	Common business practise	Year records created
	Feedback (social media)	Comments received via social media sites, where the comments/complaints have been referred on to the relevant department within the Council	1 year	Common business practise	Year comment received
	Complaints procedure	All records relating to complaints about services dealt with as business as usual	3 years	Common business practise	Year records created
Customer Focus	Complaints- Advocacy	All records relating to the provision of an advocate who can act on behalf of a customer who has made a complaint about one or more services provided by the local authority	6 years	Limitation Act 1980 (Section 2)	Year records created
	Complaints procedure	All records relating to complaints referred to the Local Government & Social Care Ombudsman and The Housing Ombudsman	6 years	Common business practise	Date complaint resolved
	Complaints procedure- Customer Focus	All records relating to complaints	6 years	Common business practise	Year records created
	Complaints procedure (Social Services)-HCC	All records relating to statutory complaints relating to Children's Social Services	75 years	Common business practise	Date of birth of child
	Customer satisfaction surveys	All records relating to the creation and analysis of customer satisfaction surveys	3 years	Common business practise	Date of record created
Human Resources	Risk Assessments	Records relating to any injury whilst on duty	Until Aged 100	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		DSE/VDU Assessments	4 years	Common business practise	Year records created
		Assessments under Health and Safety Regulations and records of consultations with safety representatives and committees	Permanent	Common business practise	Year records created
	Medicals and health screening	All records relating to employee eye tests	0	Common business practise	Date eye test carried out
	Job analysis	All records relating to the evaluation of jobs	6 years	Common business practise	Date job evaluation completed
	Outplacement	All records relating to individuals who are made redundant	80 years	Common business practise	DOB of the individual made redundant
		All records relating to staff transferred to other organisations (TUPE)	6 years	Transfer of Undertakings (Protection of Employment) Regulations 2006	Date of transfer
	Continuing professional development	All records relating to workforce development	3 years	Common business practise	Year records created
	Sickness management	All records relating to the monitoring of employee absence	1 year	Common business practise	Year records created
	Staff Grievance	Records regarding casework on grievance procedure	6 years	Common business practise	Date grievance resolved
	Employment tribunals	All records relating to employment tribunal	6 years	Limitation Act 1980 (Section 2)	Year records created
		Case files relating to Employment Tribunal Claims and other employment matters	6 years	Limitation Act 1980 (Section 2)	Closure
	Staff - accommodation	All records relating to the process for ending a tenancy of an allocated home	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Staff - communications	All records relating to responses made by councils to external consultations	3 years	Common business practise	Year records created
		Team Meeting/Management Team meeting minutes and papers held by individual teams where no corporate decisions are made	1 year	Common business practise	Date of meeting
	Recruitment	The selection of an individual for an established position	1 year	Common business practise	Recruitment finalised
		All records relating to an individual's employment history - paid employment	6 years	Limitation Act 1980 (Section 2)	Termination
		All records relating to an individual's employment history - voluntary service	6 years	Limitation Act 1980 (Section 2)	Termination
		All records relating to the creation, implementation and monitoring of the Council's induction programme	3 years	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Recruitment process	All records relating to relocation claims	3 years	The Income Tax (Employment) Regulations 1993	End of the financial year to which records relate
		Criminal Records Bureau/Disclosure and Barring Service: Disclosure application forms	0.6 months	Disclosure and Barring Service check requests: guidance for employers	Date check completed
		All records relating to the appointment of Statutory Officers	Permanent	Common business practise	Creation of records
	Risk management	All records relating to the development and implementation of terms and conditions of employment	6 years	Common business practise	Date terms and conditions expire
		Personal risk assessment records for staff working with children or vulnerable adults	75 years	Common business practise	Termination of employment
	Staff - risk management	Personal risk assessments relating to individuals returning to work	3 years	Limitation Act 1980 (Section 11)	Date risk assessment expires
	Training	All notes and materials created for training courses	0	Common business practise	Date material created
		Personnel records relating to the management of staff operational exercising/training	3 years	Common business practise	Date training completed
		Records relating to processes to support the provision of staff operational exercising/training	6 years	Common business practise	Date process change
		All records relating to the creation and management of training statistics	3 years	Common business practise	Year records created
		All records relating to the development and implementation of training programmes	3 years	Common business practise	Year records created
	Business travel	All records relating to leased vehicle allowances	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
	Staff Benefits	All records relating to the development and implementation of staff benefits	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
	Disclosure of interests	All records relating to the disclosure of financial and non-financial officer interests that could conflict with the Council's interest	1 year	Local Government Act 1972	Termination of employment
	Staff Recognition	All records relating to the process of recommending employees for honours	3 years	Common business practise	Year of submission

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Staff Appraisal	Personnel records relating to staff performance	6 years	Limitation Act 1980 (Section 2)	Action completed
		All records relating to the annual appraisal of staff	1 year	Common business practise	Creation of records
	Payroll	All records relating to the administration of parental leave where the child is not disabled	6 years	HMRC - Compliance Handbook Manual CH15400	Date of birth of child
		All records relating to the administration of parental leave where the child is disabled	18 years	Common business practise	Date of birth of child
		All records relating to the administration of Statutory Maternity Pay	3 years	The Statutory Maternity Pay (General) Regulations 1986 (SI1986/1960)	Tax year in which the maternity period ends
		All records relating to the administration of Statutory Sick Pay	3 years	The Statutory Sick Pay (General) Regulations 1982 (SI1982/894)	Tax year to which the sick pay relates
		All records relating to events notifiable under the Retirements Benefits Schemes (Information Powers) Benefits Regulations 1995	6 years	Retirements Benefits Schemes (Information Powers) Benefits Regulations 1995 (SI 1995/3103)	Date event takes place
		All records relating to Income Tax and National Health Insurance returns	3 years	The Income Tax (Employment) Regulations 1993	End of the financial year to which records relate
		All records relating to Inland Revenue approval	Permanent	Common business practise	Creation of records
		All records relating to car loan agreements	6 years	HMRC - Compliance Handbook Manual CH15400	Financial year in which loan was taken out
		All records relating to relocation claims	3 years	The Income Tax (Employment) Regulations 1993	End of the financial year to which records relate
	Annual leave	All records relating to the process of monitoring staff leave and attendance	3 years	Common business practise	Creation of records
	Accommodation	Records relating to tenancies for housing provided for employees	6 years	Limitation Act 1980 (Section 2)	Last action on the tenancy
		All records relating to the repayment to late tenancy arrears for housing provided for employees	6 years	Limitation Act 1980 (Section 2)	End of tenancy

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Expenses	All records relating to the payment of legitimately incurred business expenses to officers and others working for of the organisation	6 years	HMRC - Compliance Handbook Manual CH15400	Creation of records
	Equal pay	All records relating to the implementation and management of Equal Pay	6 years	Common business practise	Creation of records
	Public holidays	All records relating to the publication of a policy on public holidays	3 years	Common business practise	Date the policy superseded
	Redeployment	All records relating to the publication of a policy on redeployment of staff (including additional training where appropriate) in situations where staff are displaced or faced with significant change to their job as a result of internal restructuring.	3 years	Common business practise	Date the policy superseded
	Reorganisations	All records relating to the reorganisation of the internal workforce of the council	6 years	Common business practise	Date reorganisation is completed
	Victimisation	All records relating to the development and implementation of a policy dealing with reports of victimisation in the workplace for council employees	6 years	Limitation Act 1980 (Section 2)	Date policy is superseded
	Apprenticeships	All records relating to the management of staff apprenticeships	6 years	Limitation Act 1980 (Section 2)	End of apprenticeship
	Staff - procedures	All records relating to the management of staff procedures	3 years	Common business practise	Date procedure superseded
	Accounts - inter-organisational charging	All records relating to charging of staff time and/or use of equipment between departments within the organisation	1 year	Common business practise	Creation of records
	Staff-Business Travel	All records relating to officers driving their own vehicles on council business	6 years	Limitation Act 1980 (Section 2)	Creation of records
	Staff - consultation and feedback	All records relating to the management of staff consultation and feedback	6 years	Limitation Act 1980 (Section 2)	Date consultation completed
	Staff - overtime	All records relating to the management of staff overtime payments	6 years	HMRC - Compliance Handbook Manual CH15400	Creation of records
	Staff - references	All records relating to the management of the provision of staff references	6 years	Common business practise	Date of reference

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Staff pension scheme	All records relating to the monitoring of pension fund contributions (employer and employee)	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		Pension fund contribution income - annual year spreadsheets	1 year	Common business practise	Year records relate to
		Returns relating to members of staff transferring into the pension fund	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		Monitoring of investments on behalf of the pension fund - monthly accounts	6 years	Common business practise	Year records created
		All files relating to individual members of the pension scheme (including dependents)	100 years	Common business practise	Date of last contact with scheme
		All records relating to bank details, pay details of the individual pensioners	6 years	Common business practise	Date of the last payment
		All records relating to bulk transfer files	100 years	Common business practise	Date of the last contact with the scheme of the last pensioner/dependent
		All records relating to former employers and Associations	100 years	Common business practise	Date of the last contact with the scheme of the last pensioner / dependent
		Financial/Procurement purposes: Records relating to information to the administration of the pension fund on behalf of admitted bodies.	Permanent	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	HR Administration	<p>Summary management systems that allow the monitoring & management of employees in summary form</p> <p>Note: The summary information this record class attempts to capture is:-Name, DOB, Date of appointment, Work history details Position/designation, Titles & dates held</p> <p>Examples include:</p> <ul style="list-style-type: none"> • Employment Register – Permanent Staff • Employment Register – Temporary Staff • Employment Register – Casual Staff • Registers of personnel files • Personal History cards • Superannuation history card • Salary master record 	Permanent	Common business practise	Year records created
	Employee and Industrial Relations	Processing of disciplinary and grievances investigations where proved: Written warning	1 year	Common business practise	From date of termination
		Processing of disciplinary and grievances investigations where proved: Final warning	1-6 months	Common business practise	From date of termination
		Processing of disciplinary and grievances investigations were unfounded	0	Common business practise	Destroy immediately after the grievance has been found to be have been unfounded; or after appeal
		Records relating to casework involving harassment/bullying	6 years	Common business practise	Date case resolved
Information & Communication Technology	ICT-Business Continuity	All records relating to the development of business continuity plans	0	Common business practise	Until new version created
	ICT - Data Management	All records relating to the creation and implementation of security measures for information systems	1 year	Common business practise	Date system commissioned
	ICT - Hardware	All records relating to the maintenance of systems hardware	Life time of hardware + 1 year	Common business practise	Current system

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	ICT - Help desk	All records relating to system fault reporting	3 years	Common business practise	Year records created
	ICT - Help desk	All records relating to the management of systems help desk support	3 years	Common business practise	Year records created
	ICT - Maintenance	All records relating to the maintenance and monitoring of ICT networks	3 years	Common business practise	Year records created
	ICT - Manuals	All systems manuals relating to current information systems	Lifetime of the system	Common business practise	Date system commissioned
	ICT - Networks	All records relating to the implementation and management of computer networks used by council officers.	Current year +6 years	Common business practise	Date the system has been superseded
	ICT - Peripherals	All records relating to the purchase and installation of peripheral ICT equipment	6 years	HMRC - Compliance Handbook Manual CH15400	Financial year records were created
	ICT - Software	All records relating to software licenses & agreements for information systems	6 years	Limitation Act 1980	Date system decommissioned
	ICT- Electronic Backup	All electronic backup of any information	28 days	Common business practise	Creation of records
	ICT-Legacy Backup	All records relating to legacy backups	3 years	Common business practise	End of life
	ICT-Inventory	All records relating to inventory	6 years	Common business practise	Date item has been superseded
	ICT-Project	All records relating to ICT project	6 years	Limitation Act 1980	End of project
	ICT- Email	All records relating to email	1-10 years	Common business practise	Depends on the user

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Information Governance	GDPR Records	All records relating to the creation and implementation of policies under General Data Protection Regulations	3 years	Common business practise	Date policy expires
	Subject Access Request	All records relating to the management of subject access requests under General Data Protection Regulations	2 years	Common business practise	Year records created
	Freedom of Information	All records relating to the creation of policies to deal with requests under the Freedom of Information Act 2000	3 years	Common business practise	Date policy expires
		All records relating to the management of Freedom of Information Requests	2 years	Common business practise	Year records created
		All records relating to the management of the re-use of public sector information	6 years	Common business practise	Date licence expires
	RIPA	RIPA Authorisations	3 years	Common business practise	After cancellation

3. FINANCE & ESTATES

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Finance	Financial Records	Annual reports, financial statements	Permanent	Common business practise	
		Annual Budget	Permanent	Common business practise	
		Draft budgets	2 years	Common business practise	After final budget adopted
		Audit investigations	7 years	HMRC- Compliance Handbook Manual CH15400	From end of financial year to which it relates
		Arrangements for the provision of goods and services	7 years	Common business practise	From end of financial year to which it relates

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to the receipts, invoices, credit card statements, bank statements, cheque counterfoils etc.	6 years	HMRC - Compliance Handbook Manual CH15400	From end of financial year to which it relates
		All records relating to Loans	7 years	Common business practise	After repaid
	Housing grants	Home Improvement Grants	6 years if under £50,000 or 12 years if over £50,000	HMRC - Compliance Handbook Manual CH15400	Last payment on the loan
	Housing Allowance Scheme	All records relating to processes to support the provision of Local Housing Allowance schemes	6 years	Common business practise	Date of payment
		All records relating to rent assistance offered to private tenants	6 years	Common business practise	
		Taxation documents	6 years	Common business practise	From end of financial year to which it relates
		Mortgages	12 years	Common business practise	From date of last payment
		Employee pay, pension schemes and tax records	7 years	Common business practise	From end of financial year to which it relates
	Asset Register	All records related to Asset Register	6 years	HMRC - Compliance Handbook Manual CH15400	Life of asset
	Payroll	All records relating to : <ul style="list-style-type: none"> • Starter Packs • Leaver Information • Overtime Batches • Notification of change of address • Court Order Deduction • HMRC • Payroll Queries • Council Tax through salary 	7 years	Common business practise	End of the financial year to which records relate

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to <ul style="list-style-type: none"> Garages & Council House Rent Deduction Sickness & Maternity Annual Leave Records Qualified 1st Aider Information TU Membership Childcare Vouchers Credit Union/Season Ticket Expenses/Mileage 	7 years	Common business practise	End of the financial year to which records relate
		All records relating to Credit Card Application	3 years	Common business practise	Date of records created
Insurance	Contractors' insurances	All records relating to Contractors' insurances	6 years	Limitation Act 1980 (Section 2)	Expiry of policy
	Claim records	All records relating to insurance claims made against the Council by officers / third parties Motor Vehicle Insurance Policies	6 years	Common business practise	Date claim settled
	Insurance claims- minors	All records relating to personal injury insurance claims	6 years	Common business practise	Once claimant reaches 25 years
	Insurance claims- minors	All records relating to non-injury liability claims relating to minors	6 years	Common business practise	Once claimant reaches 25 years
	Insurance premiums & claims	All records relating to the registration & payment of insurance premiums and claims	6 years	Common business practise	Year records created
	Policies & Certificates	All records relating to Employers Liability Certificates & insurance policies	40 years	Common business practise	Expiry of policy
	Policies & Certificates	All records relating to other insurance policies, certificates	40 years	Common business practise	Expiry of policy
	Renewals	All records relating to insurance renewals	6 years	Common business practise	After expiry
Estates	Estates	All records relating to: <ul style="list-style-type: none"> Commercial Portfolio Disposals & potential purchase Granting license 	15 years	Common business practise	Years records created
	Estates	All records relating to complaints	1 year	Common business practise	Year records created
		All records relating to seller's information	12 year	Common business practise	Years records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Procurement		All records relating to the development and implementation of procurement policy	6 years	Common business practise	Date of Policy expires or updated with a new policy
		Process of carrying out the tender Evaluation of tenders Process of awarding tender	6 or 12 years	Limitation Act 1980 (Section 8)	Last action on the contract
		All records relating to all tender documents <ul style="list-style-type: none"> • Expression of interest • Pre-qualification questionnaire • Invitation to Tender • Suppliers responses • Award letter • Unsuccessful tender document 	6 years after expiry or termination or 12 years if under seal	Common business practise	Year records created
		All records related to Post tender negotiations	1 year	Common business practise	After contract terms have expired
		All records relating to procurement advice	6 years	Limitation Act 1980	Year records created
Revenue & Benefits	Valuation Lists: Council Tax, Business Rates & General rates		Permanent	Common business practise	Year records created
	Court Lists for Council Tax & Business Rates		7 years	Common business practise	Year records created
	Liability Orders		7 years	Common business practise	Year records created
	Correspondence with council tax and business rate payers regarding valuations, rates, charges, liability, submissions, appeals etc.		7 years	Common business practise	Year records created
	Correspondence with debtors in relation to invoices, liability, outstanding debt, etc.		7 years	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Benefit application forms, supporting evidence, correspondence in relation to claims, appeals, etc.		7 years	Common business practise	Year records created
	Debt enforcement	Case files relating to debt recovery	7 years	Common business practise	Close of case
	Government Returns to:CLG (NDR1, NDR2, NDR3, CTB1, etc.C206DWP (subsidy claim, SHBE, HBRF, etc.)Fraud files, correspondence, tapes, prosecution information, etc.		7 years	Common business practise	Year records created

4. HOUSING INVESTMENT

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Housing Panel & Improvement	Housing Panel	All records relating to Housing Panel minutes, referral forms, & supporting documents	12 years	Common business practise	Years records created
	Housing Improvement	All records relating to employee photographs	2 years	Common business practise	Years records created
Housing Options	Homelessness support	All records relating to short term and emergency accommodation for homeless people.	6 years	HMRC - Compliance Handbook Manual CH15400	Last contact
	Hostels and emergency accommodation	All records relating to the provision of hostels and other temporary accommodation	6 years	Limitation Act 1980 (Section 2)	Creation of records
		All records relating to the assessment of the circumstances of anyone in the authority area who is homeless or threatened with homelessness and may be eligible for assistance	6 years	Limitation Act 1980 (Section 2)	Date assessment completed

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Housing Supply (Next Step Lets service)	Housing legal advice	All records relating to approaches for advice on legal issues with tenancy matters	6 years	Limitation Act 1980 (Section 2)	Date advice given
	Housing mediation	All records relating to approaches for advice on housing issues where mediation is used to assist client	6 years	Limitation Act 1980 (Section 2)	Date case resolved
	Private housing advice	All records relating to advice given to tenants and landlords in the private sector on housing related matters such as tenancies, welfare benefits, rent, repairs	6 years	Common business practise	Year form when the issue was resolved
	Private landlord support	All records relating to the provision of information and support to tenants and landlords the local area.	6 years	Common business practise	Year form when the issue was resolved
	Marketing & Promotions	All records relating to marketing and promotions	3 years or until user unsubscribe from mailing list	Common business practise	Year records created
Housing advice	Council tenant advice	Documentation relating to the tenancy agreement.	6 years	Limitation Act 1980 (Section 2)	Last action on the tenancy
	Council tenant advice	Information about housing transfers, applications, removals	6 years	Limitation Act 1980 (Section 2)	End of the tenancy
	Drainage	All records relating to the provision of help and advice on highway drainage, land drainage or private drainage and may arrange for clearance of a blocked drain	6 years	Limitation Act 1980 (Section 2)	Year records created
	Energy efficiency	All records relating to the assessment of properties for energy efficiency	6 years	Common business practise	Date of assessment
	Housing and public health	All records relating to the enforcement of public health and housing regulations.	6 years	Limitation Act 1980 (Section 2)	Date of enforcement action
	Housing and public health	All records relating to the provision of advice and information to the public on all aspects of public health relating to housing.	6 years	Common business practise	Year records created
	Housing legal advice	All records relating to legal advice given to homeowners and tenants relating to housing matters	6 years	Limitation Act 1980 (Section 2)	Date legal advice given
	Housing mediation	All records relating to the provision and management of housing mediation services	6 years	Limitation Act 1980 (Section 2)	Date case resolved

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Local authority mortgage scheme (LAMS)	All records relating to the management of the Local Authority Mortgage Scheme (LAMS)	12 years	Limitation Act 1980 (Section 2)	Last payment on the mortgage
	Mortgage references	All records relating to the provision of references to a mortgage lender for tenants wishing to purchase their own property.	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Private housing advice	All records relating to advice given to tenants and landlords in the private sector on housing relating matters such as tenancies, welfare benefits, rent, repairs	1 year	Common business practise	Year records created
	Private landlord support	All records relating to the provision of information and support to anyone who is providing property for rent in the local area.	1 year	Common business practise	Year records created
	Private tenant advice	Advice about housing relating issues such as exclusion, mortgage arrears, homeless prevention, single homeless advice	6 years	Common business practise	Year records created
	Private tenant advice	General information and advice about housing given to home owners and tenants	3 years	Common business practise	Year records created
	Gas safety inspection	Annual gas safety inspections for properties under landlord management resulting in the issuance of a CP12 certificate	2 years	Common business practise	Date of certificate issued
Housing & Investment	Investment	All records relating to: <ul style="list-style-type: none"> • Planning applications • Complete of applications • Transfer of Undertakings (TUPE) 	Life of contract	Common business practise	Year records created
		All records relating to Consultant's CV & Contractor's CV	Life of Contract + Up to 12 years for tender evaluation and contracts	Common business practise	Year records created
		All records relating to Occupational therapist	6 years	Common business practise	Year records created
		All records relating to Programme of Works Documents	Life of Contract	Common business practise	Year records created
		All records relating to Party Wall Notices	Permanent	Common business practise	Year records created
		All records relating to: <ul style="list-style-type: none"> • Feedback/Satisfaction • Complaints 	12 months	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Fire & Safety	Emergency services information on residents who have specific needs in the event of an incident resulting in Evacuation. Including contact details	Duration of Tenancy	Common business practise	Date of receipt
	Asbestos Management	All records relating to asbestos work to the property shared by the contractors	1 year	Common business practise	Date of work completed
		All asbestos records relating to building	Permanent	Common business practise	Date of records created
Lettings	Housing Allocation	All documents relating to Housing Applications (if cancelled)	6 years	Limitation Act 1980 (Section 2)	Date of records created
		All documents relating to Housing Applications (if rejected)	56-60 days	Common Business Practise	Date of records created
		All documents relating to Housing Applications (if application is live on waiting list)	Up to 25 years	Common Business Practise	Date of records created
		All records relating to unspent criminal convictions of Housing Applications	Duration unspent conviction/offence remain live	Rehabilitation of Offenders Act 1974	Date of records created
		All documents relating to Housing Applications (if successful and house is being provided by the council)	6 years	Limitation Act 1980 (Section 2)	Date of records created
Improvements and repairs	Repairs	Daily Works Logs: Records relating to employee time sheets with description of work	3 years	Common business practise	From year records created
		Run Sheets: Records relating to daily log of calls received from trades and customers.	3 years	Common business practise	From year records created
		Electrical test certificates Records relating to electrical test report when houses are re occupied or periodic check	3 years	Common business practise	From year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Repairs & maintenance: Housing repairs, renovation works and planned maintenance relating to specific properties, external maintenance of grounds and building cleaning. Responsive maintenance and refurbishment of properties	6 years	Common business practise	From year records created
		All records relating to surveys undertaken by the council of housing stock	6 years	Limitation Act 1980 (Section 2)	Date of the survey
	Communal housing repairs	All records relating to repairs made to communal areas within council accommodation	6 years	Limitation Act 1980 (Section 2)	Year records created
	Demolitions - alternative housing	All records relating to the demolition of property and the offer to tenants of alternative accommodation	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Demolitions - disturbance allowance	All records relating to disturbance allowance paid to tenants in council property when nearby property is demolished	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
	Demolitions - tenants' responsibilities	All records relating to advice and support given to tenants when the property is demolished	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Emergency out of hours housing repairs	Housing repairs, renovation major works and planned maintenance relating to specific properties, external maintenance of grounds and building cleaning	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	House surveying - major repairs	All records relating to surveys undertaken by the council of housing stock	6 years	Limitation Act 1980 (Section 2)	Date of the survey
	Housing Care and Repair scheme	All records relating to the management of housing care and repair schemes	6 years	HMRC - Compliance Handbook Manual CH15400	Completion of the work
	Housing improvements - temporary accommodation	All records relating to the provision of temporary accommodation to tenants whilst major works are being carried out	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Housing modernisation schemes	All records relating to the management of housing modernisation schemes	6 years	Limitation Act 1980 (Section 2)	Last action on the scheme

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Rechargeable home repairs	All records relating to the management of rechargeable home repairs	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
	Tenant housing alteration	All records relating to alterations made to council housing stock by tenants	6 years	Common business practise	Date the work on the property is completed
	Housing estate safety	All records relating to the work that councils undertake to ensure the safety of all council housing estates.	6 years	Common business practise	Year records created
	Emergency out of hours housing repairs	Housing repairs, renovation major works & planned maintenance relating to specific properties, external maintenance of grounds and building cleaning	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Customer repair related correspondence	All records related to customer repair related correspondence	1 year	Common business practise	Year records created
Multiple Occupancy homes	Fair rents inspection	All records relating to fair rents inspections	6 years	Limitation Act 1980 (Section 2)	Date of inspection
	Houses in multiple occupation register	All records relating to the registration of houses in multiple occupation	6 years	Limitation Act 1980 (Section 2)	Date registration expires
	Houses in multiple occupation safety inspection	All records relating to safety inspections of houses in multiple occupation	6 years	Limitation Act 1980 (Section 2)	Date of inspection
	Landlord accreditation	All records relating to the administration of landlord accreditation schemes	3 years	Common business practise	Date accreditation ends
	Housing Provision	Allocation and management of welfare housing by the Council and associated issues of homelessness. Includes general housing issues: <ul style="list-style-type: none"> • Home Energy, •Housing Benefits • Renewals & Grants • Leaseholder Accounts • Mortgage Accounts • Right to Buy • Housing Development • Low level Anti-Social Behaviour 	6 years	Common business practise	Date of last action
	Housing Provision Supporting People	Applications for council housing (Unsuccessful applications only, successful applications will generally be placed on the tenancy file) <ul style="list-style-type: none"> • Council housing application forms and supporting material • Application for transfer of tenancy and supporting papers 	6 years	Common business practise	Closure of application

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Housing Provision Supporting People	Housing Options (Tenancy support, sheltered housing)	3 years	Common business practise	From case closure, unless of extended relevance
	Housing Provision Supporting People	Housing waiting lists	1 year	Common business practise	After life of application
Home Ownership		All records relating to Home ownership <ul style="list-style-type: none"> • Right To Buy Application Forms • Supporting evidence • Financial information • Identification Forms 	7 years	Common business practise	Date from records created
		All records relating to Leasehold Information & correspondence	7 years after the expiry of lease	Common business practise	Date from records created
		All records relating to Statutory Notice	12 years from date of notice	Common business practise	Date from records created
Housing Tenancy	Managing tenancy of an individual tenant	All records relating to key tenancy records and correspondence from tenants	6 years	Common business practise	Key tenancy records destroy 6 years after tenancy terminated. Length kept dependant on relevance (possibly up to length of tenancy)
		All records relating to <ul style="list-style-type: none"> • Correspondences referring to the tenancy. • Tenancy files • Council housing application forms and supporting documentation • Application for transfer of tenancy and supporting documentation • Application for emergency housing or referral from another agency 	12 years	Common business practise	Termination of tenancy. These may need to be kept for a longer period of time in order to prove that the tenant was actually housed properly by the Council.
	Tenancy Agreements	All records relating to ordinary tenancy agreements	6 years	Limitation Act 1980 (Section 2)	Once the terms of agreement have expired
		All records relating to tenancy agreement- under a Seal	12 years	Limitation Act 1980 (Section 5)	Once the terms of agreement have expired

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Change of housing tenancy	All records relating to changes in existing tenancies	6 years	Limitation Act 1980 (Section 2)	End of tenancy
	Ending housing tenancy	All records relating to the development and implementation of a process concerning the ending of a housing tenancy	3 years		Date process superseded
	Tenant housing alterations	All records relating to alterations made to council housing stock by tenants	6 years	Limitation Act 1980 (Section 2)	Date the work on the property is completed
	Tenant participation	All records relating to the full involvement of tenants in how their homes and estates are managed, with the aim of improving housing services and improving the quality of life in local communities	3 years	Common business practise	Year records created
	Tenant Support	All records relating to the provision of support to new tenants	6 years	Limitation Act 1980 (Section 2)	Year records created
	Referral Forms	All records relating to Referral Forms	6 years	Common business practise	Length of tenancy/ Receipt of Service
	Risk Assessments	All records relating to Risk Assessments	6 years	Common business practise	End of tenancy
	Pathway Plans	All records relating to Pathway Plans	6 years	Common business practise	End of tenancy
	Residential Information	All records relating to Residential Information	6 years	Common business practise	End of tenancy
	Emergency Call Details	All records relating to Emergency call details	6 years	Common business practise	End of tenancy
	Client-Log details	All records relating to Client log details	6 years	Common business practise	End of tenancy
	Fraud Referral	All records relating to Fraud referral	6 years	Common business practise	End of tenancy
	Tenancy Fraud	All records relating to Tenancy Fraud	6 years	Common business practise	End of tenancy
	Sanction Outcome	All records relating to Sanction Outcome	6 years	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Independent Living	Independent Living	All records relating to the support provided to a resident/customer in receipt of independent living services	6 years	Common business practice	From end of service
		All records relating to Applications and Assessments for services	6 years	Common business practice	From end of service or from date of assessment if not in receipt of service
		All records relating to support planning, Careline annual visits	6 years	Common business practice	From end of service
		All records relating to mental health support	20 years	Information Governance Alliance The Records Management Code of Practice for Health and Social Care 2016	Last contact with client
		All records relating to referrals to other organisations and services	6 years	Common business practice	From end of service
Facilities	CCTV	All records relating to CCTV <ul style="list-style-type: none"> • Staff vehicle registration • Id/access to SBC building 	30 days	Common business practise	Date records created
		All records relating to the use and release of CCTV evidence	6 years	Limitation Act 1980 (Section 2)	Date records created
		All records relating to access system, enforcements & lone working devices	Only retained for as long as the employee is employed by SBC	Common business practise	Date records created

5. HOUSING DEVELOPMENT

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Housing Development	Housing Development records	All records relating to Land Ownership records	7 Years	Common business practise	End of project
		All record relating to financial transactions for purchase of property on the open market	7 years	Common business practise	6 or 12 years according to business needs
		All records relating to housing records of existing tenants	7 years	Common business practise	End of project
	Feedback, Survey & Consultation	All records relating to feedback, survey & consultation	5 years	Common business practise	Closure of consultation

6. PLANNING & REGULATORY

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Planning & Regulatory	Environmental policy	All records relating to the development and implementation of environmental policy	40 years	Common business practise	Date policy superseded
		All records relating to the creation, implementation & maintenance of Surface Water Management Plans(SWMP)	Permanent	Common business practise	-
	Pest control	All records relating to the provision of pest control services	6 years	Limitation Act 1980 (Section 2)	Year records created
	Asbestos management	All records relating to all aspects of asbestos management	40 years	Common business practise	Closure of building
Development Management	Statutory Planning Register	All documents required for the statutory planning register	Permanent	The Town & Country Planning (Development Management Procedure) (England) Order 2015 (Article 40)	Date received
		All documents not required for the statutory planning register	Permanent	The Town & Country Planning (Development Management Procedure) (England) Order 2015 (Article 40)	Date received

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to officer reports	Permanent	Openness of Local Government Bodies Regulation 2014	Date of decision
Environmental protection	Food poisoning and contamination	All records relating to the investigation of food poisoning and contamination incidents	6 years	Limitation Act 1980 (Section 2)	Date investigation concluded
	Food safety enforcement	All records relating to food safety enforcement actions/ inspections	6 years	Limitation Act 1980 (Section 2)	Date the enforcement action completed
	Food safety inspections	All records relating to the management of food safety inspections	6 years	Limitation Act 1980 (Section 2)	Year records created
	Hazardous substance control	All records relating to the monitoring of hazardous substances	40 years	Control of Substances Hazardous to Health Regulations, 1997/2002	Date of monitoring
	Dog Fouling Flyposting / Fly tipping Graffiti removal Litter bins –removal / enforcement	All records relating to: <ul style="list-style-type: none"> • removal of dead animals from publicly accessible areas • provision of bins for the collection of dog waste in local public areas • monitoring & enforcement of action against dog fouling, fly-tippers • removal of dumped waste • reporting and removal of graffiti from buildings • provision and maintenance of litter bins, removal of litter & sweeping of streets 	6 years	Limitation Act 1980 (Section 2)	Year records created
	Noise pollution Nuisances	All records relating to the administration of complaints about noise pollution and nuisances where the investigation is statutory and non-statutory.	6 years	Limitation Act 1980 (Section 2)	End of investigation
	Statutory Enforcement Notices	All records relating to Statutory Enforcement Notices	6 years	Common business practise	Date of service of notice
	Taxi licences	All records relating to Taxi licensing	6 years	Limitation Act 1980 (Section 2)	After expiry of licence
	Licensing (excluding taxis)	All records relating to applications for licensing & registration (excluding taxis) <ul style="list-style-type: none"> • Alcohol and entertainment • Building & construction • Gambling & lottery • Other businesses 	6 years	Limitation Act 1980 (Section 2)	Date licence expires
	Infectious diseases	All records relating to the investigation into infectious diseases	6 years	Limitation Act 1980 (Section 2)	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to the processes to support investigation into infectious diseases	6 years		Year processes change
	Water fluoridation schemes	All records relating to the creation, implementation and management of water fluoridation schemes	20 years	Common business practise	Termination of the scheme
	Empty Homes	All records relating to Empty Homes	1 year	Common business practise	Review annually and weed as necessary
Licensing	Commercial & Licensing Services	Licensing Services Prosecution Case files	3 years post sentencing for adult 3 years after 18th birthday of defendant	Common business practise	Date of Sentencing in court case
		Food Hygiene Prosecution Case files	3 years post sentencing for adult 3 years after 18th birthday of defendant	Common business practise	Date of Sentencing in court case
		Health & Safety Prosecution Case files	3 years post sentencing for adult 3 years after 18th birthday of defendant	Common business practise	Date of Sentencing in court case
		Licensing Services Committee Reports	3 years post sentencing for adult 3 years after 18th birthday of persons involved	Common business practise	Date of Committee Hearing
		Complaints Investigation Reports	3 years post sentencing for adult 3 years after 18th birthday of persons involved	Common business practise	Date of conclusion of investigation

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Body Piercing Premises Registration details	6 years	Limitation Act 1980 (Section 2)	After expiry of licence
Engineers	Engineers	All data relating to Parking Questionnaire	7 years	Common business practise	End of project
		All data relating to Disabled Bay application & access marking application	2 years	Common business practise	Year records created
		All data relating to Parking permit / visitor voucher applications	1 year	Common business practise	From the date of expiry of renewal
Town Centres	Town Centres	All records relating to Store Businesses Correspondences.	3 years	Common business practise	Year records created
	Town Centres	All records relating to Marketing Mailing Lists	3 years or user opt out from mailing list	Common business practise	Year records created
	Town Centres	All records relating to current & former event trader invoicing details	6 years	Common business practise	Year records created
	Town Centres	New short term initiatives to regenerate the high street (i.e., town centre Wi-Fi & ShopAppy)	3 years from date of expiry	Common business practise	Date project began
Business Relationship	Business Relationships	All records relating to business contact details	15 years	Common business practise	Years records created
		All records relating to contract management (i.e. BTC)	7 years	Common business practise	Last action on the contract
Business	Business planning applications	All records relating to planning applications	Permanent	Town and Country Planning Act 1990	
	Structure plan	All records relating to structure plan	Permanent	Common business practise	Year records created
	Local development order	All records relating to the creation and management of Local Development Orders	Permanent	Common business practise	Year records created
	Planning consultation	All records relating to the management of public enquiries relating to planning issues	Permanent	Common business practise	Year records created
		All records relating to the planning consultation process.	15 years	Common business practise	Year records created
	Planning register	Includes all planning files for both general applications and listed building applications	Permanent	Common business practise	Year records created
	Planning enforcement files	All records relating to planning enforcement	Permanent	Common business practise	From year records created
	Planning enforcement notices	Includes all notices such as breach of conditions, section 215 etc.	Permanent	Common business practise	From year records created
	Building control files	All records relating to actions taken to enforce the Building Control Regulations	6 years	Building Control Performance Standards 2006	Date of outcome of enforcement action
		All records relating to the creation and management of the Building Control Register	Permanent	Building Control Performance Standards 2006	
	Tree Preservation Orders	All records relating to Tree Preservation Orders	Permanent	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	(TPO's)				
	Advertisement control	All records relating to planning permission for certain types of advertisements and advertisements in specified areas	Permanent	Common business practise	

7. REGENERATION

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Regeneration	Regeneration records	All records relating to Land Registry information	Permanent	Common business practise	Year records created
		All records relating to Contracts	a) Not under seal - 6 years after end of contract b) Under seal – 12 years after end of contract	Limitation Act 1980 (Section 5) Limitation Act 1980 (Section 8)	Year records created
		All records relating to public consultation & feedback	1 year	Common business practise	Years records created
		All records relating to Consultant CV	1 year after the completion of project	Common business practise	Years records created

8. ENVIRONMENTAL SERVICES- STEVENAGE DIRECT SERVICES

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Environmental Services		All records relating to the management of trees which are the responsibility of the authority	6 years	Limitation Act 1980 (Section 2)	Year records created
		All records respond to tree enquiries & work orders	3 years	Common business practise	Years records created
		All records relating to the cutting of grass on public land	6 years	Limitation Act 1980 (Section 2)	Year records created
	Gypsy and traveller sites	All records relating to the provision and management of permanent or transit sites for use by travellers within the area including dealing with unauthorised use of land by traveller communities.	6 years	Limitation Act 1980 (Section 2)	Year records created
	Outdoor play facilities	All records relating to the provision and maintenance of outdoor play facilities	7 years	Limitation Act 1980 (Section 2)	Date play facility closes

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
	Parks and open space landscaping / maintenance	All records relating to the design and maintenance of cultivated areas, open areas and woodland in public parks and open spaces	6 years	Limitation Act 1980 (Section 2)	Year records created
		All records relating to the maintenance of parks and open spaces	6 years	Limitation Act 1980 (Section 2)	Year records created
		All records relating to information about parks in the local area including location, facilities, opening times, events etc.	1 year	Common business practise	Year records created
	Booking	All records relating to residents and groups to book pitches and pavilions	2 year	Common business practise	Year records created
	Recycling	All records relating to the provision of general information about waste, recycling and etc. e.g. Junk Forms, Assessed, Replacement Bin, Transfer Station Advice Notes, Fly tipping/Dog Fouling, Ground Maintenance Sheets, Window cleaning, Assist Collection	1 year	Common business practise	Year records created
		All other records relating to recycling including payment collections e.g. All records of Business Objects, Skips, Assisted, Real Nappy applications, Large bin applications, Skip, Ro Ro job tickets etc.	6 years	Limitation Act 1980 (Section 2)	Year records created
	Recycling bags & containers	All records to the provision of recycling bags and containers	3 years	Common business practise	Year records created
	Recycling batteries	All records relating to the creation, implementation and management of battery recycling schemes	4 years	Waste Batteries & Accumulators Regulations 2009	Creation of the scheme
	Recycling sites	All records relating to the provision and management of recycling collection sites	6 years	Limitation Act 1980 (Section 2)	Date use of site ceases
	Residential recycling collections	All records relating to residential recycling collections	3 years	Environmental Protection Act 1980	Year records created
	Composters	All records relating to the processes supporting the provision of composters	3 years	Common business practise	Date process changes
		All records relating to the provision of composters to specific households where the householder is named	6 years	HMRC - Compliance Handbook Manual CH15400	Year record created
	Food waste recycling	All records relating to the implementation and monitoring of food waste recycling schemes	6 years	Limitation Act 1980 (Section 2)	Date scheme ends
		All records relating to the provision of general information about waste, recycling and so on	1 year	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		All records relating to recycling credit	7 years	Common business practise	Year records created
	Clinical Waste	All records relating to domestic clinical waste	12 months after the service ends	Hazardous Waste Directive 2005	Years records created
		All records relating to trade & commercial clinical waste	6 years after the contract ends	HMRC - Compliance Handbook Manual CH15400	Years records created
Cemeteries	Burial Registers	All records relating to Burial Registers	Permanent	Local Authority Cemeteries Order 1977	Years records created
	Cremation Records	All records relating to cremation	Permanent	Cremation (England and Wales) (Amendment) Regulations 2016	Years records created
	Interment Registers	All records relating to Interment registers, Lair register, Lair plans	Permanent	Common business practise	Years records created
	Permission & Medical certificates	Permits. Applications, Orders, Medical certificates	5 years	Common business practise	After last action on the records
		Records associated with the process of arranging funerals. Memorial construction. Low cost funerals	Until superseded	Common business practise	
		All records relating to general enquiries	2 years	Common business practise	Years records created
	Waste reduction	All records relating to the development, implementation and monitoring of waste reduction programmes	6 years	Common business practise	Year records created
	Household Waste Collection	All records relating to the provision of regular collection of household rubbish from all residential premises within the authority boundaries	3 years	Common business practise	From year records created
	Commercial waste	All records relating to the collection and safe disposal of clinical waste	40 years	Hazardous Waste Directive 2005	Year records created
		All records relating to the provision of bins for the collection of trade waste	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		All records relating to the provision of a regular commercial trade waste collection from local businesses	6 years	HMRC - Compliance Handbook Manual CH15400	Year records created
		All records relating to the publication of the location, opening times, terms and conditions of use and charges for the use of the commercial waste disposal sites	1 year	Common business practise	Year records created
		All records relating to the special collection of	6 year	Limitation Act 1980 (Section	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		commercial waste		2)	
		All records relating to the management of incidents concerning spillages of commercial waste	6 year	Limitation Act 1980 (Section 2)	Year records created
		All records relating to the provision of council owned skips available for hire to individual residents who are named	6 year	Limitation Act 1980 (Section 2)	Year records created
	Environmental Development	All records relating to the provision of allocation & management of allotments	6 years	Limitation Act 1980, Section 2	From date of expiry of allotment tenancy
	Receipts	All records relating to Taxi test information	6 years	Common business practise	Year records created
	Vehicle repairs	All records relating to damaged vehicle to settle claim or vehicle repairs	3 years	Common business practise	Year records created
	Orders/Invoices	All records relating to raising invoice/trade purchase orders	1 year	Common business practise	Year records created
	Recharges	Caretaking Recharges	3 years	Common business practise	Year records created
	Accident Records	All records relating to injuries to adult	3 years	Common business practise	Year records created
	Employee letters	All records relating to employee communication	3 years	Common business practise	Year records created
	Complaints, Enquiries & Communications	All records relating to complain/enquiries/reports & communications	6 years	Common business practise	Year records created
	Feedback & Surveys	Feedback/Surveys	3 years	Common business practise	Year records created
	Contracts/Agreements	All records relating to waste collection to business	Destroy 6 years after the terms of contract have expired	Common business practise	Year contracts ends
	Volunteer Applications	All records relating to application	1 year	Common business practise	Year records created
	Application form	All records relating to application e.g. Sickness, Driving license for Application, License to Occupy Application	3 years	Common business practise	Year records created
	Taxi Test Information	All records relating to test & safety inspection	6 years	Common business practise	Year records created
	Telephone Payment	All records relating to telephone payments	6 years	Common business practise	Year records created
	Training	All records relating to training in SDS service unit	1 year	Common business practise	Year records created
	Abandoned Vehicles Documentation	All records relating to abandon vehicle documentation	6 years	Limitation Act 1980 (Section 2)	Year records created
Garages & Indoor Market	Garages	Letting of garages: All records relating to the management of garage lettings	7 years	Common business practise	Retain from end of tenancy
		Garage Applications:	Until garage	Common business practise	Year records created

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
		Applicants waiting for a garage or a transfer to alternative	offered		
	Indoor Markets	Market stall rental: All records relating to the rental of market stalls and administration of market event licences	6 years	Common business practise	Year records created
	Indoor Markets	Market event licence: All records relating to the administration of market event	6 years	Common business practise	Date licence expires

9. LEGAL SERVICES

Service Unit	Types of Services	Records Description	Retention Dates	Legislation Name/Notes	Retention Period Year Starts from:
Legal Services	Legal	Litigation (inc. prosecutions)	7 years	Common business practise	Years after last action
		Advice: All enforcement notice files (as the notices are kept separately there is no need to retain the correspondence file for any longer period)	3 years	Common business practise	Years after last action
		Agreements (excludes contractual agreements)	6 years	Common business practise	Years after expiry or termination
		Conveyancing	12 years	Common business practise	After closure
		Tenancy Agreements	6 years	Common business practise	After expiry or termination or 12 years-if under seal
		Leases	15 years	Common business practise	After the expiry of the lease