



Corporate Retention Policy

One Council One Team

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1. POLICY STATEMENT

Sandwell MBC recognises that Council services and operations cannot effectively be delivered without the use of records. This policy is founded on the principle of data protection law that information should not be held for longer than is necessary and used only for operational purposes and as communicated to the stakeholders affected.

All employees and anyone working for and on behalf of SMBC should use this policy alongside other relevant Council policies and procedures.

The purpose of the corporate retention policy is to:

- Provide consistency, with regards to how long information should be retained
- Provide clarity about the scope and reach of this policy
- Catalogue the corporate retention schedule
- Define and provide direction for record management activity
- Set the standard for how records should be disposed at the end of record life
- Bring the Council into alignment with data protection law
- Provide assurance to stakeholders about the use and treatment of information the Council controls

2. SCOPE

This policy covers all records for which Sandwell MBC is the controller. There is no restriction of the reach of this policy with regards to record format, location and host, or processor/service supplier.

The foregoing implies that so long as the information is under Council control, it is subject to this corporate retention policy.

3. RECORDS MANAGEMENT

Compliance with data protection law is assisted or impeded by record keeping. Poor record keeping drives up the cost of compliance with the law, creates a logistic and workload bottleneck that impacts negatively on employees, feeds a perception that the Council is not transparent and prolongs the Council's reaction time to urgent incidents.

Understanding what a record is and how to effectively keep them is vital to achieving the Council's 2030 vision.

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- Assessments
- Care and support plans
- Service user information
- Handwritten case notes
- Letters
- Photographs
- Licencing requests
- Inspection proformas
- Investigation and prosecution reports
- Fixed penalty notices
- Abandoned vehicle records
- DVLA records
- Service requests
- Surveys
- Intelligence data
- Policies and procedures
- Performance records
- Invoices
- TUPE information
- Training and events record
- Stakeholder records
- Referrals
- Procurement records
- Contract records
- Committee reports
- Safeguarding intervention
- Disrepair records
- Deprivation of liberty reports
- Project plans
- Accident reports
- Audit reports
- Minutes of meetings
- Grant bids

5.2 CHILDREN'S SERVICES RECORDS

The Children's Services Directorate forms part of the Council's main Children's Services function. **Sandwell Children's Trust** has been established to deliver key Children's Services. However, strategic management of the Trust remains with the Council's Executive.

Main records relating to Children's Social Care will be retained, and managed, through the Trust's own retention policy. The Council holds

educational records for all Sandwell school pupils: including records for 6
those that have now left full-time education: where Sandwell acts as the

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corporate parent or has responsibility for children with Special Educational Needs and Disabilities.

All information regarding the business operations of Children's Services should be held within a Children's Services primary repository system. These include:

- The current Education Management Information System (Capita One and Capita eStart)
- Servelec Synergy (this is a new system going live in August 2020)
- Liquidlogic (otherwise referred to as LCS)
- Connexions CCIS database
- Angel Solutions Nexus
- Hubspot
- BookWhen

Where no primary repository exists, information should be saved to the commissioned shared folder for the service. This shared folder will represent the designated primary repository for the affected service.

Examples of information include:

- Admissions records including appeals
- Public Examination / SATs results / Attainment data
- Pupil attendance records
- Education Health Care Plans and other information on Special Educational Needs and Disabilities
- Education records for Looked After Children, Children on Child Protection Plan, or Children in Need
- Records relating to the support provided to children and their families by the directorate

There are also a range of non-personal business records which include:

- Records relating to the monitoring of standards and support provided to schools
- Records relating to the performance of schools as held by Sandwell LA
- Records relating to school place planning

Filing procedures are specific to each team and affected employees should be made aware of the correct procedures for handling and filing records. These filing procedures should be reviewed periodically.

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Generally, records relating to the individual children should be recorded on the Synergy Education Management Information System wherever possible. In cases where that possibility has been explored but is not viable, then an alternative electronic filing system should be used. Careful consideration must be given to who needs to access such records to avoid creating data silos or duplication.

Where records are held by a number of departments, or by both the Council and the Sandwell Children's Trust, then only the main record should be identified and retained according to the policy below. Duplicate records should only be retained as long as needed for operational use

5.3 HOUSING RECORDS

This section applies to users and employees of the Housing Directorate and the Regeneration and Growth Directorate, covering Housing and Regeneration and Growth paper and electronic records.

The affected service areas are:

- Asset Management and Maintenance
- Business Excellence
- Commercial Services
- Housing Management
- Tourism, Culture and Leisure
- Development Planning and Building Control
- Growth and Spatial Planning
- Highways Services
- Strategic Assets and Land Service

Records maintained electronically will be subject to the same rules of retention and security as paper records. Systems include but are not limited to:

- Open Housing (SHAPE) - Primary System
- J M Workhub (Repairs)
- ICON (Finance System) - Owned by Finance
- Library Management System (Soprano) – Primary Library System
- Customer Portal (DASH) – Owned by Finance
- Atrium - Repairs and Property Management
- Building Information Management System – Modelling
- Chipside – Parking and Traffic Management
- Mayrise - Highways Management
- Microstation and CAD Line - Computer Aided Design
- NBS Create - Quantity Surveyor Contract Builder

- SIEMENS - Building Energy Management
- Systemlink - Energy Monitoring System
- Zeta Safe - Water Hygiene

Where no primary repository exists, information should be saved to the commissioned shared folder for the service. This shared folder will represent the designated primary repository for the affected service.

5.4 FINANCE

This section of the retention policy addresses the use of records by employees and agents of the Finance Service. However, the retention schedule prescription for finance records should be applied across all Council Directorates processing finance records.

Examples of finance records include:

- Invoices
- Purchase Orders
- Contracts
- Quotations
- Financial Statements
- FSG Reports
- Monthly Budget Monitoring Reports
- Insurance Policies
- Grant applications
- Bank Statements
- Grant Offer Letters

To maintain data integrity, finance records should be entered into a primary repository within 2 working days from receipt of information. Data received should be inputted, scanned or otherwise filed and stored within a finance primary repository system. Finance primary repositories include:

- Oracle
- ICON
- In-Tend
- Incase
- Cold
- Claim Control

Where no primary repository exists, information should be saved to the commissioned shared folder for the service. This shared folder will represent the designated primary repository for the affected service.

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5.5 RESOURCES (HUMAN RESOURCES)

This section covers the management of employee records, regardless of record format and is applicable to all employees of the council who use or create employee records for the Council. Examples of employee records include:

- Application forms
- Absence records
- Disciplinary records
- Training records
- Occupational health records
- Annual leave
- Probation records
- Performance reviews
- Identification records
- Signed confidentiality records

It is recognised that managers and supervisors of employees may retain individual employee records separate to those held centrally by Human Resources.

Managers and supervisors who retain individual employee records should ensure that these records are electronic and are filed in a restricted shared folder or the manager's 'F' folder. This implies that employee paper records should be scanned and electronically filed.

All documents that would normally be associated with the employees file, should be scanned and sent to HR_Transactional@sandwell.gov.uk for uploading on to the employees corporate file. Any document that has been sent for association with the employees file should then be securely destroyed in accordance with record disposal procedures in this policy.

6. RECORDS DISPOSAL

Records that reach the end of retention period should be disposed of in a secure manner.

6.1 HARD COPY/PAPER RECORDS

Hard copy/paper records should be either shredded, disposed of using confidential waste bins or internal/external archiving facilities.

All Sandwell MBC printer hubs **MUST** have a confidential waste bin present at all times. Shredders however are not compulsory.

6.2 ELECTRONIC RECORDS

Delete from information asset and recycle bin

6.3 ICT HARDWARE

End of life ICT equipment, decommissioned or damaged hardware should be handed over to the ICT service

7. REVIEW

The Information Governance Board will ensure the retention policy is reviewed at least once every financial year.

Policy

8. RETENTION SCHEDULE

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
Adult Social Care Community Social Work Teams, Mental Health and Social Work Teams	Service User Case records	Care and support plans, registration forms, assessment records, placements	11 years after service ends or 20 years if Mental Health issues	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick,
Adult Social Care Enquiry Team	Blue Badge information	Applications	Retained for 6 years	
Adult Social Care Home Improvement Team	Case files for Housing Grants	Applications, Letters	11 years from end of grant condition period	

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<p>Adult Social Care Therapy and Sensory</p>	<p>Home Loans case files</p>	<p>Requests for minor and major adaptations, letters from service users</p>	<p>11 years after service ends or 20 years if Mental Health issues</p>	<p>Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices</p>
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
<p>Adult Social Care Transformation</p>	<p>Projects and compliance</p>	<p>Policies, procedures, Project plans, minutes of meetings</p>	<p>Retained for 6 years</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis
<p>Adult Social Care Learning for Public Health West Midlands (LfPHWM)</p>	<p>Events and Training across the West Midlands</p>	<p>Training and event registration details, photos, stakeholder contact details</p>	<p>Registration details and photos held for 2 years Remain a stakeholder until request to be removed</p>	<ul style="list-style-type: none"> • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH

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<p>Adult Social Care Health and Wellbeing Board (HWB) and Sandwell Safeguarding Adults Board (SSAB)</p>	<p>Statutory Board information</p>	<p>Stakeholder membership, Minutes of meetings, photos and registration details for events</p>	<p>Retained for 6 years</p>	<ul style="list-style-type: none"> • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Adult Social Care Performance and Analysis</p>	<p>Statutory returns</p>	<p>Safeguarding returns, DoL's information</p>	<p>Retained for 6 years</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
<p>Adult Social Care Performance and Analysis</p>	<p>Surveys</p>	<p>User and Carers survey</p>	<p>1-year user survey 2-years Carers Survey</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save

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<p>Adult Social Care Community Care Business Unit (CCBU)</p>	<p>Application for funding</p>	<p>Assessment form, invoices</p>	<p>6 years after death</p>	<ul style="list-style-type: none"> • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Adult Social Care Community Care Business Unit (CCBU)</p>	<p>Record of deferred payment arrangement and debt accrued</p>	<p>Excel spreadsheet</p>	<p>6 years after death</p>	
<p>Adult Social Care Appointeeship and Direct Payments</p>	<p>Direct Payment</p>	<p>Information used to administrate direct payments</p>	<p>Retained for 7 years</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
<p>ADULT SOCIAL CARE HEALTH AND WELLBEING</p>				

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<p>Adult Social Care Enhancing Health in Care</p>	<p>Enhancing health in care records</p>	<p>Reports</p>	<p>Lifetime of contract plus 6 years</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Adult Social Care Enhancing Health in Care</p>	<p>MDT meeting reports</p>	<p>Physical, mental and other health records</p>	<p>Retained for 6 years</p>	
<p>Adult Social Care Commissioning for Older People</p>	<p>Performance monitoring, payments and capacity monitoring</p>		<p>6 years after expiry of Contract subject to extension for legal action</p>	
<p>Adult Social Care and Public Health Independent Sector Management</p>	<p>Tier 4 records</p>	<p>Physical, mental and other health records</p>	<p>6 years after expiry of Contract</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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ADULT SOCIAL CARE HEALTH AND WELLBEING

<p>Adult Social Care and Public Health</p> <p>Independent Sector Management</p>	<p>Contracts and tenders</p>	<p>Performance records, invoices, original contracts</p>	<p>6 years after expiry of Contract subject to extension for legal action</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud
<p>Adult Social Care and Public Health</p> <p>Independent Sector Management</p>	<p>Procurement documentation</p>	<p>TUPE information, business sensitive information</p>	<p>6 years after expiry of contract, subject to extension for legal action</p>	<ul style="list-style-type: none"> • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Adult Social Care</p> <p>Quality Team</p>	<p>Provider staff and training records</p>	<p>Training registers, outcome records spreadsheet, Name of Provider staff and service users</p>	<p>Retained for 6 years</p>	

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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
Adult Social Care Community Alarm Team	Community Alarm service users and Lone worker details	Physical mental and other health records, photograph, next of Kin details	18 months after contract ends	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton,
Adult Social Care Domestic Abuse Team	MARAC paperwork		Retained for 11 years	
Adult Social Care Domestic Abuse Team	Domestic homicide reviews	Unpublished records and published report	Retained for 11 years	

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Adult Social Care Floating Support Team	Assessment and case records for service users	Physical, mental and other health records, service users information	11 years after end of service or 20 years if mental health issues	Rowley, Roway lane, Wednesbury & West Bromwich offices
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
Adult Social Care Residential Care Homes (Fountain Court, The Granges)	Residents case file	Care Plans, Physical, mental and other health records	11 years after end of service or 20 years if mental health issues	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre
Adult Social Care Learning Disability Day Opportunities and Shared Lives	Service users information files	Physical, mental and other health records, service user's information, Application for hydrotherapy, photographs	11 years after end of service or 20 years if mental health issues	

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Adult Social Care Transport	Service users respite information files	Medication transfer records, respite requests, vehicle accident records, passport to travel, photographs, Next of Kin details	12 months after service ends	<ul style="list-style-type: none"> • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
Adult Social Care Transport	Vehicle records	Photographs, reports, AP59, AP62, AP19, Vehicle damage sheets	Retained for 7 years	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				
Adult Social Care Meals on Wheels	Service user meal choices		6 years after last activity	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud
Adult Social Care Better Care Fund	Referral to supported housing or Extra Care	Application for supported housing	Retained for 6 years	

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Adult Social Care Better Care Fund	BCF programme information	Reports, Plans	Retained for 6 years	<ul style="list-style-type: none"> • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
Adult Social Care Prevention Stores	Application for access to ELMs		12 months after inactivity	
Adult Social Care Prevention Stores	Records of services user who have loan of equipment	Physical, mental and other health records, service users information, letters	6 months after return of equipment	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING				

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<p>Adult Social Care Hospital2Home</p>	<p>Service User case file</p>	<p>Care and support plans, registration forms, assessment records, placements</p>	<p>11 years after end of service or 20 years if mental health issues</p>	<ul style="list-style-type: none"> • LAS • Controccc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Adult Social Care Hospital2Home</p>	<p>Schedule of care visits</p>		<p>11 years after end of service or 20 years if mental health issues</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING – PUBLIC HEALTH				

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<p>Public Health</p> <p>Adult Health Improvement Team</p>	<p>Business Sensitive information</p>	<p>Project work, meeting minutes, databases, training notes</p>	<p>Retained for 6 years</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Rowley lane, Wednesbury & West Bromwich offices
<p>Public Health</p> <p>Healthy Urban Development (Inc. Air Quality Team)</p>	<p>Inspections and investigations</p>	<p>Air Quality, Contaminated land, land use, letters, active travel information</p>	<p>Permanent record</p>	
<p>Public Health</p> <p>Healthy Urban Development (Inc. Air Quality Team)</p>	<p>Applications and reviews</p>	<p>Permit information, grant bids, planning</p>	<p>Permanent record</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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ADULT SOCIAL CARE HEALTH AND WELLBEING – PUBLIC HEALTH				
Public Health Health Improvement Team	Walk Leaders programme register	Attendees register, leaders contact information	Until end of contract	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
Public Health Health Improvement Team	Contract performance monitoring	Meeting minutes, letters, KPI's	2 years after end of contract	
Public Health Health Improvement Team	Weight Watchers Programme information	Database of vouchers issued to service users, applications, contract information	2 years after end of contract	
Public Health Health Protection Team	Health Protection Contract information	Audit reports, prevalence surveys, study day information, event attendee, care home audits	Retained for 6 years	

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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING – PUBLIC HEALTH				
Public Health Health Protection Team	Sexual Health Contract Information	Reports, needs assessments, safeguarding, surveillance data, minutes of meetings	Retained for 6 years	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Rowley lane,
Public Health Healthy Sandwell	Healthy Sandwell Programme records	Applications and referral information of service users	Retained for 6 years	
Public Health Research and Intelligence	Intelligence on the population of Sandwell		Retained for 20 years	

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Public Health Research and Intelligence	Meeting minutes	Attendees names in minutes	Retained for 6 years	Wednesbury & West Bromwich offices
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING – PUBLIC HEALTH				
Public Health Early Years	SHAPE records	Registration details, SHAPE forum information, Audio recordings, residential visits information and surveys	Retained for 6 years	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre

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<p>Public Health Substance Misuse Team</p>	<p>Social prescribing interventions</p>	<p>Reports, monitoring information, minutes of meetings</p>	<p>Retained for 11 years</p>	<ul style="list-style-type: none"> • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Public Health Deprivation of Liberty and Safeguarding</p>	<p>Case file</p>	<p>Applications, Support and supervision needs, investigative records</p>	<p>11 years after end of service or 20 years if mental health issues</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING – REGULATED SERVICES				
<p>Regulated Services Environmental Health</p>	<p>Registration and License Applications</p>	<p>Skin piercing registration, Ice Cream mobile street trading license, food registration</p>	<p>6 years after closure</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud
<p>Regulated Services Environmental Health</p>	<p>Eat out Eat Well Award Scheme</p>		<p>Retained for 2 years</p>	

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<p>Regulated Services Environmental Health</p>	<p>Infectious diseases</p>	<p>Investigation case files</p>	<p>Retained for 11 years</p>	<ul style="list-style-type: none"> • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
<p>Regulated Services Environmental Health</p>	<p>Investigation of service, Provision of Service/advice, Inspections, and enforcement of statutory duties</p>	<p>Inspection proformas, reports, statutory notices, prosecution reports, RIDDOR, Pest Control records</p>	<p>Retained for 6 years</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
<p>ADULT SOCIAL CARE HEALTH AND WELLBEING – REGULATED SERVICES</p>				

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<p>Regulated Services Taxi Licensing</p>	<p>Applications and Renewals</p>	<p>Driver, Vehicle and Operator applications and renewals, prosecution files, committee reports, safeguarding operations records</p>	<p>7 years after last activity</p>	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Rowley lane, Wednesbury & West Bromwich offices
<p>Regulated Services Taxi Licensing</p>	<p>CCTV</p>		<p>45 days without incident 12 months after incident or in the case of an appeal until the courts have reached a final decision.</p>	
<p>Regulated Services Trading Standards</p>	<p>Citizen and Advice Consumer service</p>		<p>Retained for 6 years</p>	
<p>Regulated Services Trading Standards</p>	<p>Inspections and Investigations</p>	<p>Food safety, criminal prosecution files</p>	<p>Retained for 6 years</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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ADULT SOCIAL CARE HEALTH AND WELLBEING – REGULATED SERVICES				
Regulated Services Trading Standards	Applications and reviews	Licensing, Local Government, and Gambling applications, scrap metal applications	Retained for 6 years	<ul style="list-style-type: none"> • LAS • Controcc • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
Regulated Services Trading Standards	Scams Hub	Details of scams	1-year subject to risk assessment	
Regulated Services Trading Standards	Underage Sales		Until Child is 18 years old or appears to be (unless case pending)	
Regulated Services Environmental Protection	Fixed penalty Notice (FPN)	FPN's, Payment records	2 years after payment received	
Regulated Services Environmental Protection	Vehicle information/ records	Abandoned vehicle records, Encampment details, DVLA keeper records	Retained for 6 years	

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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ADULT SOCIAL CARE HEALTH AND WELLBEING – REGULATED SERVICES				
Regulated Services Environmental Protection	Intelligence information	Forms/ notebooks, Body Cam footage/ photos	Retained for 6 years	<ul style="list-style-type: none"> • LAS • Controcco • Flare/Civica • Shape • Ship • Axis • Save • CM2000 • ELMS • MS Cloud • Independent Living Centre • JJ House • Oldbury CH • Lyng Centre • Community based • Smethwick, Tipton, Rowley, Roway lane, Wednesbury & West Bromwich offices
Regulated Services Housing Quality Team	Immigration Property Inspection		6 years after closure of case	
Regulated Services Housing Quality Team	Service requests	Disrepair records, empty properties, gas access	6 years after closure of case	
Regulated Services Housing Quality Team	HMO Licensing		6 years after expiry or 1 year where application is incomplete	
Regulated Services Housing Quality Team	Landlord and letting agent database, and assured Landlord scheme		6 years after ceasing to be a Landlord or letting agent	

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Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	All records relating to individual children as held by Sandwell Council which form part of the main pupil record (see exceptions statement)	Education management Information system records Includes pupils looked after by other Local Authorities Admissions records including appeals Public Examination / SATs results / Attainment data Pupil attendance records	DOB plus 25 years	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud

Policy

<p>Education, Skills and Employment</p>	<p>Any education records of children 'looked after' by Sandwell Council</p>	<p>Records in the Education Management Information system relating to children in care</p>	<p>75 years from Date of Birth or 15 years from Date of Death if under 18yrs.</p> <p>For further details refer to the Children's Trust Retention Policy</p>	<ul style="list-style-type: none"> • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
<p>CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT</p>				

Policy

<p>Education, Skills and Employment</p>	<p>Any education records held by Sandwell Council in relation to a child subject to a child protection plan</p>	<p>Records in the Education Management Information system relating to child protection</p>	<p>35 years from Date of Birth or 15 years from Date of Death if under 18yrs.</p> <p>For further details refer to the Children's Trust Retention Policy</p>	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
<p>CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT</p>				

Policy

Education, Skills and Employment	Any education records held by Sandwell Council in relation to those identified as children in need	Records in the Education Management Information system relating to children in need	25 years from date provision ends or 15 years from Date of Death if under 18yrs. For further details refer to the Children's Trust Retention Policy	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Process involved in assessing and providing individual support for children who have need of special education support	SEND Files EHCP's Education management information system SEND records	Destroy 30 years from DOB.	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				

Policy

Education, Skills and Employment	Process that assesses risks for home to school transport of pupils with Special Educational Needs and Disability	Application forms Reports of routes Correspondence	Destroy 30 years from DOB	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Process involved in assessing and providing individual support for children	Educational Psychology Inclusion Support files Education management information system records for these children HI/VI	Destroy 25 years after DOB + 30 years if they have an EHCP	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				

Policy

Education, Skills and Employment	Process involving individual case management in the provision of support by the local authority to children young people and families	Attendance & prosecutions services EHE, CME, CMFE, penalty notices, attendance referrals	Destroy 35 years from DOB	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall,
	Records relating to permanent or fixed term exclusion from school	Education management information system records	25 years from last action	Frank Chapman, Ingestre Hall & Plas Gwynant

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT

Education, Skills and Employment	Data about children that is not required to form part of the main pupil record or for a statutory purpose	WellComm speech and language data	Current academic year plus 6 years	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec • Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Records relating to Employment		<p>Destroy 2 years after the last date of contact, paper notes and electronic records.</p> <p>Sandwell Guarantee or financial records retained for 7 years from payment</p>	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	Records relating to Adult Education		<p>EFSA paperwork from 15/16 onwards has to be retained for 10 years</p> <p>Anything prior to 2015 is retained for 7 years.</p>	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN’S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	Records for career advice	Records in the IO (CCIS) Database - https://ccislive.prospects.co.uk/ , relating to young people receiving careers information, advice and guidance service from Connexions.	Young people who have not been known to Care Services or SEN Services are archived at the end of academic year 13 and deleted on the end of academic year 16 (3-year audit period)	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Records relating to the performance of schools as held by Sandwell LA	Reports and analysis of GCSE Results / SAT’s results Interactive reports on Nexus	Current academic year plus 6 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	Records relating to the monitoring of standards and support provided to schools	QUSPE SIG Groups Task Groups – records kept in SIS Document Office School Visit reports – records kept on Nexus Pendulum School Improvement plans etc Analysis of	5 years for school visit reports etc. NOTE: From September 2020 (dependent on new legislation)	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Records and visit notes relating support provided to childminders and Early Years Providers	Visit notes Moderation notes	Retained for 3 years	
	Financial records relating to Early Years	Education management Information system records provider payments	Retained for 7 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN’S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	All records relating to local child safeguarding practice reviews including final report.	Previously known as serious case reviews / independent management reviews	Record should be retained for a period of 100 years from DOB	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Financial records relating to Education benefits	National Insurance Number	The application form will be retained for a period of 7 years for financial purposes, but the electronic record will be retained by the Local Authority as part of the pupil record until the pupil turns 25	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN’S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	Records relating to visits to Sandwell Residential Education Centres	Pupil name, teacher name, year group, school name, allergies & dietary requirements	Retain for 5 years Incident - 25 years from incident date	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Records relating to the marketing, booking and administration of a residential centre visit	School name, contact details	Until no longer relevant or permission withdrawn	
	Sensitive Business Management Information	Final copies of minutes and documents -which evidence decisions Statutory returns as submitted unless covered elsewhere Project documentation School Place Planning Complaints from the public	6 years from final version	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
CHILDREN'S SERVICES – EDUCATION SKILLS and EMPLOYMENT				
Education, Skills and Employment	Non-Sensitive operational information	Documentation relating to operating the service on a daily basis e.g. team meeting minutes, General enquiries	Maximum period of 2 years	<ul style="list-style-type: none"> • Capita One and Capita eStart • Servelec Synergy (from August 2020) • Liquidlogic • Connexions CCIS database • Angel Solutions Nexus • HubSpot • BookWhen • MS Cloud • Oldbury CH • Tipton • West Bromwich • Edgmond Hall, Frank Chapman, Ingestre Hall & Plas Gwynant
	Records relating to the administration of training courses and events, including attendance registers		Maximum period of 3 years	
	Records relating to the completion of capital works to the school estate	High level scheme details held within a central School Capital Programme Investment database	Until no longer relevant or replaced following further investment and review	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities Asset Management and Maintenance	Electronic J M Workhub system	<ul style="list-style-type: none"> • Person and Property details • Repairs information 	Retain for 3 years following termination of Tenancy	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Property Allowance Scheme	Property allowance form	Retain for 7 years	
	Rechargeable Repairs	Rechargeable repairs form	Retain for 7 years	

Policy

	Shared Cost Works	Shared cost works cover sheet	Retain for 7 years
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities	Customer Contact Centre Recordings	Audio recording of conversations	Retained for maximum 12 months	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway
Customer Service Centre	Complaints for: <ul style="list-style-type: none"> • Corporate • Children's • Adults • Housing • Ombudsman 	<ul style="list-style-type: none"> • Email correspondence • Letters • System records 	Housing and Corporate – 3 years Children's – 7 years Adults Social Care Health and Wellbeing – 7 Years Ombudsman – 3 years	

Policy

	MP and Councillor Enquiry	<ul style="list-style-type: none"> • Email correspondence • Letters • System records 	Retain for 3 years	lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Compliments	<ul style="list-style-type: none"> • Email correspondence • Letters • System records 	Retain for 3 years	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities Neighbourhood Engagement	Grant Applications	<ul style="list-style-type: none"> • Town Grant Application Form • Non-Grant Application Form • Monitoring and Evaluation Form • Town grants appraisal form 	Retain for 7 years	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH

Policy

<p>Housing and Communities</p> <p>Systems Relationship Team</p>	<p>Open Housing System</p>	<p>Electronic property and person records</p>	<p>Retain for 3 years following termination of Tenancy</p>	<ul style="list-style-type: none"> Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
<p>Housing and Communities</p> <p>Parks and Grounds Maintenance</p>	<p>Management of Japanese Knotweed</p>	<ul style="list-style-type: none"> Japanese Knotweed locations Electronic records 	<p>Retain for 3 years following termination of Tenancy</p>	<ul style="list-style-type: none"> Open Housing (SHAPE) JM Workhub (repairs) ICON (finance system) Soprano (Library Management) Customer Portal (DASH)
	<p>Tree works</p>	<ul style="list-style-type: none"> Tree work specifications Job sheets 	<p>Retain for 2 years</p>	

Policy

	Snow champion scheme	<ul style="list-style-type: none"> • Snow champions list • Electronic records 	Retain for 12 months	<ul style="list-style-type: none"> • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Allocation / Booking of Sports Pitches	<ul style="list-style-type: none"> • Football pitch application form • Cricket pitch application form • Bowling green application form 	Retain for 12 months	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities Environment and Fleet	Assisted collection	Assisted collection form	Retain for 3 years	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management)

Policy

	Dog related requests	Electronic request form	Retain for 12 months	<ul style="list-style-type: none"> • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Drain requests and graffiti	Electronic request form	Retain for 12 months	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				

Policy

<p>Housing and Communities</p> <p>Housing Choice</p>	<p>Housing allocation</p>	<ul style="list-style-type: none"> • Housing Application Form • Housing Application Supporting Documentation • Change of Circumstances Form • Housing Choice Triage Form • Tenant Assistant Scheme Registration Form • Housing decision review request form 	<p>Retain for 3 years</p>	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

HOUSING				
Housing and Communities Income Services and Money Advice (Income Management)	Income Recovery	<ul style="list-style-type: none"> • UC 47 Form • Income and Expenditure Form • Arrears recovery reports 	Retain for 3 years following termination of Tenancy	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Former Rent Arrears Recovery	Electronic records	Until former tenancy debt is cleared	
	Legal Proceedings	<ul style="list-style-type: none"> • Memo for Court • Memo for Eviction • Eviction Authorisation Form • Safer estates risk assessment form 	Retain for 3 years following termination of Tenancy	
	Vulnerability Assessment (Ability to Pay)	<ul style="list-style-type: none"> • Authority to Act Form • Email • Letter 	Retain for 3 years following termination of Tenancy	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				

Policy

<p>Housing and Communities</p> <p>Income Services and Money Advice (Welfare Rights)</p>	<p>Benefits Advice</p>	<ul style="list-style-type: none"> • Email • Referral Forms • Employment and Support Allowance 50 Form • Electronic case management 	<p>Retain for 3 years following case closure</p>	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

HOUSING				
<p>Housing and Communities</p> <p>Sandwell Locals</p>	<p>Tenancy file – Housing Management</p>	<ul style="list-style-type: none"> • Tenancy Agreement • Getting to Know You Form • Income and Expenditure Form • New Tenant Details Form • Welfare Forms • Risk and Support Needs Form • Notice of Seeking Possession • ASB related Documents • Diary Sheets • Social Services Documents • Housing related forms where tenants signature is required 	<p>Retain for 3 years following termination of tenancy</p>	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities Sandwell Locals	Garage management	<ul style="list-style-type: none"> • Garage Application Form • Garage tenancy termination form 	Retain for 3 years following termination of Garage Tenancy	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	CCTV	CCTV recording	General - 30 days Incident - 12 Months	

Policy

	Red Warning Flag process	Incident form	Physical violence - retained for 24 months All other categories - retained for 12 months	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				

Policy

Housing and Communities Community Safety and Resilience	ASB Management	<ul style="list-style-type: none"> • Documents relating to management of ASB • Complainant Interview Form • Perpetrator Interview Form • Safer Estates Requests • Acceptable Behaviour Contract • Diary Sheets • Consent Forms • Noise recordings 	Retain for 3 years following termination of Tenancy	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	CCTV Control Centre	<ul style="list-style-type: none"> • CCTV Footage • GDX Door Entry System Log • Internal intercom voice recordings 	General - 30 days Incident - 12 Months	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

HOUSING				
Housing and Communities Community Partnerships	Grant administration	<ul style="list-style-type: none"> • Tenants & residents associations application forms • Community partnerships application and grant agreements 	Retain for 7 years	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Wheelchair loan	Wheelchair loan application	Retain for 12 months	
	Community centre management	Community centre booking form	Retain for 7 years	
	Lightwoods House bookings	<ul style="list-style-type: none"> • Lightwoods house booking events form • Tenant lease agreements 	Retain for 7 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities	Lightwoods House Tenancy Management	Tenant Lease Agreements	Contractual Term of Lease	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
Community Partnerships	Lightwoods House Volunteers	Registration Form	Duration of Volunteer Period + 6 months	
	Lightwoods House Exhibits	Lightwoods House Exhibitors Booking Form	2 years after event	
	Lightwoods House CCTV	CCTV Footage	2 months	
	Tanhouse Community Centre CCTV	CCTV Footage	30 Days	
	Sandwell Mobility Shop	Registration Form	12 months from date of Membership	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities Libraries	Library Membership	<ul style="list-style-type: none"> • Library Management System (Soprano) • Computer Bookings • WIFI – Bookings 	Duration of Membership + 3 years	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
	Library CCTV	CCTV footage	Retained for 2 Weeks	
	Room Bookings	Electronic records	Deleted after booking date	
	Event Bookings	Electronic records	Deleted after event date	
	Library Volunteers	Registration form	Duration of Volunteer Period + 6 months	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HOUSING				
Housing and Communities	Marketing	Electronic records	Retain for 2 years	<ul style="list-style-type: none"> • Open Housing (SHAPE) • JM Workhub (repairs) • ICON (finance system) • Soprano (Library Management) • Customer Portal (DASH) • MS Cloud • Oldbury CH • Rowley, Roway lane, Smethwick, Tipton, Wednesbury & West Bromwich
Museums	Museum Volunteers	Registration Form	Duration of Volunteer Period + 6 months	
	Room Bookings	Electronic records	Deleted after booking date	
Housing and Communities	Horse Grazing Administration	Horse Grazing Form	Period horse remains on site	
Sandwell Valley	Sandwell Valley Room Booking	Sandwell Valley Room Bookings Form	Retain for 7 years	
	Sandwell Valley Volunteers	Registration Form	Duration of Volunteer Period + 6 months	
	Events Planning	Events Planning Application Form	Retain for 7 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Development Planning and Building Control - Planning Systems and Building Consultancy	Building Regulations Application	<ul style="list-style-type: none"> • Building application form • Eligibility details 	Retain for 7 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
	Building Regulations Enforcement - to aid investigation of unauthorised work/contravention	<ul style="list-style-type: none"> • Email correspondence • Phone Records • Building application form 	Retain for 2 years	
	Dangerous Structures	<ul style="list-style-type: none"> • Formal Notice • Email • Phone Records • Building application form 	Retain for 7 years	

Policy

	Planning	<ul style="list-style-type: none"> • Planning Application • Evidence of objections 	Retain for 7 years
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Growth and Spatial Planning - Strategic Planning and Transportation	Land Opportunity Promotion	Development ready database	Retain for 7 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH

Policy

	<p>Consultation</p>	<ul style="list-style-type: none"> • Core Strategy Database • Planning Policy Consultation Database • SAD consultation database 	<p>Retain for 7 years</p>	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				

Policy

<p>Regeneration and Growth</p> <p>Growth and Spatial Planning - Strategic Planning and Transportation</p>	<p>Community Infrastructure Levy (CIL)</p>	<ul style="list-style-type: none"> • CIL - Additional Information Form • Assumption of Liability Form • Form 2 - Claiming Exemption or Relief • Form 5 - Notice of Chargeable Development • Form 6 - Commencement Notice • Form 7 - Self Build Exemption • Form 8 - Self Build Residential Annex Exemption • Form 9 - Self Build Residential Extension Exemption • Liability information notice 	<p>Until the Levy has been paid or Land charge has been discharged</p>	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

REGENERATION and GROWTH				
<p>Regeneration and Growth</p> <p>Growth and Spatial Planning - Strategic Planning and Transportation</p>	<p>Self-Build</p>	<ul style="list-style-type: none"> • Self-build Register Application Form • Self-build and custom housebuilding register 	<p>Retain for 15 years after construction is completed</p>	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
<p>Regeneration and Growth</p> <p>Growth and Spatial Planning - Regeneration</p>	<p>Advice Information and Market Development (AIM)</p>	<p>Business Owners Profile</p>	<p>7 years from Project end date</p>	
	<p>Social Enterprise Fund</p>	<p>Social Enterprise Funding Application Form</p>	<p>Successful - Until Grant end Unsuccessful - 12 months</p>	
	<p>Black Country, Local Enterprise Funding</p>	<p>Funding Expression of Interest Form</p>	<p>3 years following close of programme in March 2022</p>	
	<p>Enquiries</p>	<ul style="list-style-type: none"> • Contact Form • Email 	<p>Lifetime of enquiry</p>	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Highways Services - Asset Management - Statutory and Regulatory Functions	Lead local flood authority	<ul style="list-style-type: none"> • Consent for Land Drainage Works Form • Land Drainage Enforcement Investigations • Enquiries • Questionnaires 	Retain for 7 years (Land Drainage Act)	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
	Dropped kerb requests	<ul style="list-style-type: none"> • Dropped Kerb Application Form • Dropped kerb authorisation forms (during maintenance works) 	18 Months (Warranty period)	

Policy

	Street name and numbering requests	<ul style="list-style-type: none"> • Letters • Emails 	Completion + 12 Months	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Highways Services - Highways, Depot and Lighting	Highways updates	System held contact information	Retain for 2 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
Regeneration and Growth	Road safety scheme	Enquiry records	Until approval of scheme	

Policy

Highways Services - Development and Road Safety and LTP Programme	Information gathering	Enquiry records	Retain for 2 years	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				

Policy

<p>Regeneration and Growth</p> <p>Highways Services - Road Safety and Parking</p>	<p>Traffic Regulation Order</p>	<ul style="list-style-type: none"> • Traffic Regulation Order Review Requests • Traffic Regulation Order objections • Petitions • Questionnaires 	<p>Retain for 2 years following completion of scheme</p>	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

REGENERATION and GROWTH				
<p>Regeneration and Growth</p> <p>Highways Services - Road Safety and Parking</p>	<p>Traffic Management Act 2004</p>	<ul style="list-style-type: none"> • Information Gathered to issue Parking Penalty Charge • Appeals • Informal Challenge Form • Consent Form - To enforce obstructed dropped kerb access • Application Form - To gain Consent to enforcement of vehicles parking on footway crossing • Customer information records 	<p>Retain for 7 years</p>	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Highways Services - Road Safety and Parking	Applications	<ul style="list-style-type: none"> • Parking Permit Application Form • Waiver Application Form • Bay suspension form 	7 years following completion of request period	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
Regeneration and Growth Strategic Assets and Land Service - Facilities Management	Room Hire Booking	Room Hire Booking Form	3 months after booking unless payment queries	

Policy

	CCTV	Video Images / recordings	1-month standard footage 1 year for incidents
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Strategic Assets and Land Service - Commercial Property	Leases	<ul style="list-style-type: none"> • Application to Lease Form • Application for Consent to Assign • Application for Consent to Underlet • Application for Consent to Alterations • Section 40 notice 	Retain for 7 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH

Policy

	Key Holding	Key Holder Records	Duration of Occupation	
	Lease Offers	Sealed Offer Form	<p>Successful - 7 years</p> <p>Unsuccessful - 12 months</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				

Policy

Regeneration and Growth Strategic Assets and Land Service - Commercial Property	Land sales	15-day land disposal form	Retain for 7 years following completion	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
	Assets of Community Value	Community Right to Bid Nomination Form	10 years (Chapter 3 of the Localism Act 2011)	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

REGENERATION and GROWTH				
Regeneration and Growth Strategic Assets and Land Service - Markets	Market Operations	<ul style="list-style-type: none"> • Application to hold Charity or commercial Car Boot Sale • Trading Consent Form • Stall Application Form • Entertainment area application form 	Retain for 7 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
	Market Trading	Trading Licence Application Form	Whilst licence is live + 7 Years	
	CCTV	Video Images / recordings	1-month standard footage 1 year for incidents	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
REGENERATION and GROWTH				
Regeneration and Growth Urban Design & Building Services	Customer complaint / Compliments	<ul style="list-style-type: none"> • Email correspondence • Letters • System records 	8 years	<ul style="list-style-type: none"> • Atrium • Building IMS • Chipside • Mayrise • Microstation & CAD Line • NBS Create • SIEMENS • Systemlink • Zeta Safe • MS Cloud • Oldbury CH
	Atrium records	Property records	8 years	
	Health and Safety	Health and Safety	3 years from last incident 40 years from last action	
	Lift Customer correspondence	<ul style="list-style-type: none"> • Email correspondence • Letters • System records 	5 years	
	Street Furniture Insurance Claims	<ul style="list-style-type: none"> • Email correspondence • Letters 	Until claim is closed and amount is paid	
	Disabled Road Marking Applications	<ul style="list-style-type: none"> • Application forms • Disabled badge evidence • Vehicle documentation 	3 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Procurement – Contracts & Tendering	The process of calling for expressions of interests	Expressions of Interest	Destroy 2 years after contract let or not proceeded with if in hard copy – or archive on Council's etendering portal 1 year after contract let	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control <ul style="list-style-type: none"> • MS Cloud • West Bromwich

Policy

<p>Finance</p> <p>Procurement – Specification & Contract Development</p>	<p>The process involved in the development and specification of a contract</p>	<p>Tender specification</p> <p>Note: For project files containing drafts leading to a final version. These records can be destroyed.</p> <p>Statutory: Offer any documents relating to major projects to Archivist for review</p>	<p><u>Ordinary Contracts</u> Destroy 6 years after the terms of contract have expired</p> <p><u>Contracts Under Seal</u> Destroy 12 years after the terms of contract have expired</p>	<p>• CH Oldbury</p>
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance Procurement – Tender Issuing and Return</p>	<p>The process involved in the issuing and return of a tender</p>	<ul style="list-style-type: none"> • Opening notice • Tender envelope 	<p>Destroy 2 years after start of contract if in hard copy – or archive on Council’s etendering portal</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
<p>Finance Procurement – Evaluation of Tender</p>	<p>Evaluation of tender</p>	<ul style="list-style-type: none"> • Evaluation criteria • Tender evaluation forms 	<p><u>Ordinary Contracts</u> Destroy 6 years after the terms of contract have expired</p> <p><u>Contracts Under Seal</u> Destroy 12 years after the terms of contract have expired</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

FINANCE

Finance Procurement – Evaluation of Tender	Successful tender document	<ul style="list-style-type: none"> • Tender documents • Tender Registration forms • Quotations 	Ordinary Contracts up to £100,000 Destroy 6 years after the terms of contract have expired Contracts Under Seal over £100,000 Destroy 12 years after the terms of contract have expired Note: Offer any documents relating to major projects to Archivist for review	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control
	Unsuccessful tender documents	<ul style="list-style-type: none"> • Tender documents • Quotations • Correspondence 	Destroy 1 year after start of contract if in hard copy, or archive on Council's electronic tendering portal after 2 years when whole record is archived	<ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Procurement – Post Tender Clarifications	The process of negotiating a contract after a preferred tender is selected	<ul style="list-style-type: none"> • Clarification of contract • Post tender clarification minutes 	Ordinary Contracts up to £100,000 Destroy 6 years after the terms of contract have expired Contracts Under Seal over £100,000 Destroy 12 years after the terms of contract have expired Note: These records would form part of the contract and so need to be retained with the contract as a whole	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control <ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Procurement – Awarding a Contract	The process awarding of contract	Signed contracts	Ordinary Contracts Destroy 6 years after the terms of contract have expired Contracts Under Seal Destroy 12 years after the terms of contract have expired Note: Offer any documents relating to major projects to Archivist for review	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
Finance Procurement – Contract Management	Contract operation and monitoring	<ul style="list-style-type: none"> • Service Level Agreements • Compliance reports • Performance reports 	Destroy 2 years after the terms of contract have expired	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Procurement – Contract Management	Management and amendment of contract	<ul style="list-style-type: none"> • Changes to requirements • Complaints • Disputes on payment • Extension of contract • Minutes and records of meeting • Variation forms 	<u>Ordinary Contracts</u> Destroy 6 years after the terms of contract have expired <u>Contracts Under Seal</u> Destroy 12 years after the terms of contract have expired	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

	Standing contract data	<ul style="list-style-type: none"> • Contracts register • Contract forms • Final accounts 	<p>Permanent record (only for disposal at the instruction of legal)</p> <p>Note: Offer to Archivist after administrative use is concluded</p>	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance</p> <p>Financial Management – Accounts & Reporting</p>	<p>The process for consolidating financial transactions on an annual basis for corporate reporting purposes</p>	<ul style="list-style-type: none"> • Consolidated annual reports • Consolidated financial statements • Statement of financial position • Operating statements • General ledger 	<p>Permanent record</p> <p>Note: Offer to Archivist after administrative use is concluded</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance</p> <p>Financial Management – Accounts & Reporting</p>	<p>The process for supporting and consolidating financial transactions on a periodic (less than annual) basis, superseding those from the previous period.</p> <p>Note: Does not include journals and subsidiary ledgers and cash books</p>	<ul style="list-style-type: none"> • Consolidated monthly & quarterly reports • Consolidated monthly & quarterly financial statements • Working papers for the above • Monthly accrual statements • Cash flow statements • Creditor listings and reports • Debtor listings and reports 	<p>Destroy when administrative use is concluded</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim <p>Control</p> <ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance Financial Management – Accounts & Reporting</p>	<p>The process of reporting which examines the budget in relation to actual</p>	<ul style="list-style-type: none"> • Monthly budget monitoring reports • FSG reports 	<p>Destroy 7 years after the end of the financial year in which the records were created</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim <p>Control</p> <ul style="list-style-type: none"> • MS Cloud • West <p>Bromwich</p> <ul style="list-style-type: none"> • Oldbury <p>CH</p>
<p>Finance Financial Management – Transactions Management</p>	<p>Management of the approvals process for purchase, including investigations</p>	<p>Appointments & delegations Arrangements for the provision of goods and/or services Audit investigations</p>	<p>Destroy 7 years after the end of the financial year in which the records were created</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

FINANCE

<p>Finance</p> <p>Financial Management – Transactions Management</p>	<p>Identification of the receipt, expenditure and write-offs of public monies and Primary debtor records</p>	<ul style="list-style-type: none"> • Allowances • Bank reconciliations / statements • Cash books / Paying-in-books • Cheque counterfoils / Paid cheques • Collections & deposits record • Credit / debit notes • Credit card statements • Purchase orders / Delivery notes • Grant applications & correspondence • Invoices / Paid accounts 	<p>Destroy 6 years after the conclusion of the financial transaction that the record supports</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim <p>Control</p> <ul style="list-style-type: none"> • MS Cloud • West <p>Bromwich</p> <ul style="list-style-type: none"> • Oldbury CH
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Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Transactions Management	Identification of the receipt, expenditure and write-offs of public monies and Primary debtor records	<ul style="list-style-type: none"> • Journals (annual) • LMS bank reimbursement book • Official copy orders • Periodic income register (dead cases) • Periodical payments register • Petty cash records • Post-dated cheques register • Receipts / till rolls • Receivership records • Rechargeable works / jobs / orders • Subsidiary ledgers (annual) 	Destroy 6 years after the conclusion of the financial transaction that the record supports	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Transactions Management	Identification of the receipt, expenditure and write-offs of public monies and Primary debtor records	<ul style="list-style-type: none"> • Year-end costing / final tabulations 	Destroy 6 years after the conclusion of the financial transaction that the record supports	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
Finance Financial Management – Transactions Management	Process involving the provision and support for individuals using public transportation	<ul style="list-style-type: none"> • Applications • Card issue • Rail warrants 	Destroy 6 years after the conclusion of the financial transaction that the record supports	

Policy

<p>Finance Financial Management – Transactions Management</p>	<p>Processes that balance, reconcile and support financial accounts</p>	<ul style="list-style-type: none"> • Assessment files (dead cases) • Costing documents 	<p>Destroy 2 years after administrative use is concluded</p>	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance</p> <p>Financial Management – Transactions Management</p>	<p>Processes that balance, reconcile and support financial accounts</p>	<ul style="list-style-type: none"> • Departmental income returns • Free school meal assessments • Inter-departmental accounts • Internal debtor invoices • Internal requisitions for supplies/works • Job sheets • Payments by instalments • Postal remittance register 	<p>Destroy 2 years after administrative use is concluded</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

FINANCE				
<p>Finance</p> <p>Financial Management – Transactions Management</p>	<p>Processes that balance, reconcile and support financial accounts</p>	<ul style="list-style-type: none"> • Private telephone / photocopying / fax sheets • Reconciliation • Safe contents log • Sales sheets • Stock adjustment sheets • Stock take sheets • Stores control vouchers • Stores issue notes • Summaries of accounts • Used cheque books (delegated accounts) 	<p>Destroy 2 years after administrative use is concluded</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Transactions Management	Processes that balance, reconcile and support financial accounts	<ul style="list-style-type: none"> • Vending machine / cleaning materials etc. stock records 	Destroy 2 years after administrative use is concluded	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim
Finance Financial Management – Transactions Management	Taxation Records	<ul style="list-style-type: none"> • Taxation records • Motor vehicle logs • Fringe benefits tax records • Group certificates 	Destroy 7 years after the end of the financial year in which the records were created	Control <ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury • CH
Finance Financial Management – Transactions Management	Processes involved in the collection of National Insurance Number	Notification & input records	Destroy 2 years after the employee ceases employment	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Transactions Management	General income records	<ul style="list-style-type: none"> • Car loans • General income records • Payment by instalments (including car loans, public health acts etc.) • Debtor assessment files • Departmental income returns • Income assessment files • Supplementary / general income records 	Destroy 1 year after administrative use is completed	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Budgets and Estimates	The process of finalising local authorities' annual budget	Annual budget	Permanent record Note: Offer to Archivist after administrative use is concluded. Only the final version of the annual budget needs to be kept	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH
	The process of developing local authorities' annual budget	<ul style="list-style-type: none"> • Draft budgets • Departmental budgets • Draft estimates • Budget control records / spreadsheets 	Destroy 2 years after annual budget adopted by local authorities	
Finance Financial Management – Loans and Investments	The activity of borrowing money to enable the council to perform its functions and exercise its powers	<ul style="list-style-type: none"> • Loan files • Investment files • Bought / sales notes • Copy bond certificates 	Destroy 7 years after the loan / investment has been repaid or redeemed	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Financial Management – Loans and Investments	Summary management of loans	<ul style="list-style-type: none"> • Loan registers • Temporary loan register • Register of bonds / certificates 	Permanent record Note: Offer to Archivist after administrative use is concluded++	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control

Policy

<p>Finance</p> <p>Financial Management – European Structural Funding</p>	<p>European regional Development Fund 2007 – 2013</p> <p>European Social Fund 2007 - 2013</p>	<ul style="list-style-type: none"> • Application • Grant offer letters • Significant changes • Financial and transaction records • Beneficiary records • Publicity • Claims for payment • Procurement Records • Reports • Evidence of outputs, results, impact and evaluation 	<p>Full copies of documents relating to ERDF grants, governance, decision making and financial transactions to be retained until 2025 or until notification from GOWM (or sponsoring department in light of current Public Sector reorganisation)</p>	<ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance</p> <p>Financial Management – European Structural Funding</p> <p>(continued)</p>	<p>European regional Development Fund 2007 – 2013</p> <p>European Social Fund 2007 - 2013</p>		<p>NOTE: No Documents should be destroyed until official notification is received from DCLG (ERDF) or DWP (ESF)</p> <p>Legal obligation to retain documents of original or equivalent probative value. Failure to adhere to retention guidelines may result in claw back (repayment) of grant.</p> <p>Offer to Archivist when administrative and legal requirement is concluded.</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim • Control • MS Cloud • West Bromwich • Oldbury • CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

FINANCE

<p>Finance</p> <p>Financial Management – European Structural Funding</p>	<p>European Regional Development Fund 2014 – 2020</p> <p>European Social Fund 2014 - 2020</p>	<ul style="list-style-type: none"> • Application • Grant offer letters • Significant Changes • Financial and transaction records • Beneficiary records • Publicity • Claims for payment • Procurement records • Reports • Evidence of outputs, results, impact and evaluation 	<p>Full copies of all project documentation including funding agreement, governance, decision making, procurement, output and financial evidence should be retained. ESF evidence should be retained for at least ten years following the final claim but due to a lack of clarity provided in National Guidance around specific dates these projects will use the year 2033</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH
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Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
<p>Finance</p> <p>Financial Management –</p> <p>European Structural Funding</p> <p>(continued)</p>	<p>European Regional Development Fund 2014 – 2020</p> <p>European Social Fund 2014 - 2020</p>		<p>(currently used for State Aid) as a review date for all documentation.</p> <p>NOTE: No Documents should be destroyed until official confirmation is received from DCLG (ERDF) or DWP (ESF)</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim <p>Control</p> <ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury <p>CH</p>

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
<p>Finance</p> <p>Financial Management – European Structural Funding</p> <p>(continued)</p>	<p>European Regional Development Fund 2014 – 2020</p> <p>European Social Fund 2014 - 2020</p>		<p>Sandwell MBC is the Accountable Body for the ERDF and ESF technical assistance projects– therefore Sandwell MBC may become liable for repayments by any funded project unable to demonstrate an audit trail.</p> <p>Offer to Archivist when administrative and legal requirement is concluded.</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
<p>Finance</p> <p>Financial Management</p> <p>European Structural Funding</p>	<p>ERDF support for capital projects</p>	<p>Evidence of buildings in continuing use for purpose grant was obtained.</p>	<p>Evidence of compliance with 10 and 25 -year rules</p> <p>Note: Relates to capital assets created with support from ERDF. 10 - year rule states no additional support to that capital project within 10 years; 25 - year rule states that asset may not be disposed of within 25 years without some repayment.</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Insurance and Risk	The process of insuring and renewing the Local Authority's property, vehicles, Officers and equipment against negligence, loss or damage	<ul style="list-style-type: none"> • Insurance policies • Discontinued policies • Correspondence • Procurement records 	Retain indefinitely	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH
	The process of evaluating the tender quotes received and the brokers tender evaluation	<ul style="list-style-type: none"> • Evaluation matrix 	Retain indefinitely	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				

Policy

<p>Finance Insurance and Risk</p>	<p>The process that records insurance claims against the local authority or local authority officers</p>	<ul style="list-style-type: none"> • Claims records • Correspondence • Reports • Evidence • Statements • Court documents 	<p>Destroy 10 years after all obligations/entitlements are concluded (allowing for the claimant to reach 25 years of age) or whichever is later</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold Claim • Control • MS Cloud • West Bromwich • Oldbury CH
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

FINANCE

<p>Finance</p> <p>Audit and Fraud</p>	<p>Audit reports (including interim), where these have included the examination of longterm contracts</p> <p>Report papers used in the course of a fraud investigation</p> <p>Fraud cases</p>	<p>Reports</p>	<p>Audit Report – 6 Years</p> <p>Fraud Reports – 6 years after legal proceedings have been completed</p> <p>Fraud Investigations – 6 years from the date investigation ends, or in criminal cases following their release from prison (in order to comply with potential criminal appeals)</p>	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control • MS Cloud • West Bromwich • Oldbury CH
	<p>Programmes, Plans and Strategies</p>		<p>Retain for 1 year after the last date of the plan</p>	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
FINANCE				
Finance Audit and Fraud	Terms of Reference Correspondence Working papers Annual reports to Accounting Officers Other audit reports (including interim reports)	<ul style="list-style-type: none"> • Undertakings • Record keeping • Disposal 	Retain for 3 years	<ul style="list-style-type: none"> • Oracle • ICON • In-Tend • Incase • Cold • Claim Control <ul style="list-style-type: none"> • MS Cloud • West Bromwich • Oldbury CH
	Internal audit guides Manual guides relating to departmental procedures Local auditing standards		Retain until when superseded	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HUMAN RESOURCES				
Human Resources Employee Records	Records for managing employees, including performance and supervision records, records associated with redundancy, dismissal, termination and retirement	<ul style="list-style-type: none"> • Application forms • Terms and conditions of employment • Absence records • Proof of training • Probation reports • Performance reviews • Supervision notes 	Retained for 6 years after employee has left the Council. Records for employees working with children and vulnerable adults, retained for 25 years after employee has left the Council	<ul style="list-style-type: none"> • SBS • MS Cloud • All Council Business Locations

Policy

	<p>Information relating to disclosure checks</p>	<ul style="list-style-type: none"> • DBS checks • BPSS checks • Disclosure Scotland checks • Other security checks 	<p>Original certificate recorded as seen and retained for 6 years after employee has left the Council</p> <p>Note: Complete certificate should not be copied or held</p>	
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
HUMAN RESOURCES				
<p>Human Resources Employee Records</p>	<p>Records associated with recruitment/selection of an individual for a position and eligibility to work</p>	<ul style="list-style-type: none"> • Interview notes • Correspondence • National identification documents 	<p>Unsuccessful recruitment - Retained for 6 months</p> <p>Successful recruitment - Duration of employment plus 6 years</p>	<ul style="list-style-type: none"> • SBS • MS Cloud • All Council Business Locations

Policy

	Sickness absence management	<ul style="list-style-type: none"> • Self-certification • Occupational health records • Return to work documentation • Fit notes 	Retained for 6 years after last action
	Leave and attendance records	<ul style="list-style-type: none"> • Annual leave • Attendance record 	Retained for 2 years after last action

Service Name	Activity/Description	Examples of Record	Retention Period	Location
HUMAN RESOURCES				

Policy

Human Resources Employee Records	Upheld or substantiated disciplinary and grievance records	<ul style="list-style-type: none"> • Statements • Notes 	Oral warning - 6 months Written warning - 1 year Final warning - 18 months Termination of employment - 6 years Warning involving children - Permanent record	<ul style="list-style-type: none"> • SBS • MS Cloud • All Council Business Locations
	Unfounded, dismissed and unsubstantiated disciplinary and grievance records		Destroy immediately after conclusion of investigation, inquiry or appeal process	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

LAW and GOVERNANCE

LAW and GOVERNANCE				
<p>Law and Governance</p> <p>Legal</p>	<p>Records and process of litigation</p>		<p>Retain for 7 years after last action</p> <p>Significant case or major litigation – Archive after 7 years</p>	<ul style="list-style-type: none"> • Civica • FileMaker • MS Cloud • Oldbury CH
<p>Law and Governance</p> <p>Governance – Information Rights</p>	<p>Information rights</p>	<ul style="list-style-type: none"> • Freedom of information requests • Environmental information requests • Subject access requests 	<p>Retain for 2 years</p> <p>Requests that result in policy change – retain for 6 years</p>	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
LAW and GOVERNANCE				
Law and Governance Electoral Services	Names and addresses of eligible voters		Retained for as long as information remains valid. Archived afterwards	<ul style="list-style-type: none"> • MS Cloud • Oldbury CH
	Absent vote applications		Retained for 5 years	
	Applications and records of staff working for elections		Retained for as long as individual remains a member of staff	
Law and Governance Democratic Services	School Admission Appeals		Retained for 7 years	

Policy

Service Name	Activity/Description	Examples of Record	Retention Period	Location
LAW and GOVERNANCE				
Law and Governance Registration and Bereavement	Registration of birth death, marriage and associated records	<ul style="list-style-type: none"> • Births register • Death certificate • Marriage certificate 	Permanent record Archive after administrative use	<ul style="list-style-type: none"> • BACAS • MS Cloud • Rowley, Smethwick Tipton, Wednesbury & West Bromwich
	Registration of birth death, marriage and associated records	<ul style="list-style-type: none"> • Correspondence • Marriage notices • Record of body disposal • Medical certificates • All other records 	Retain for 5 years	
	Burial and Cremation	Burial registers	Permanent record	
Law and Governance	Civic activities	Public engagement and interaction	Retain for 2 years	<ul style="list-style-type: none"> • MS Cloud • Oldbury CH • The Big House

Policy

Civic and Member Services	Elected Members support		Retain for 4 years	Oldbury
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
ICT / REVENUES AND BENEFITS				
Revenues and Benefits	Benefit records	Application forms	Retained for 7 years	<ul style="list-style-type: none"> • Northgate • MS Cloud • Oldbury CH
	Council tax records		Retained for 7 years	

Policy

<p>ICT</p> <p>Desktop & Collaboration Team</p>	<p>Email</p>	<p>Email account of employees</p>	<p>Current employees and Leavers – 365 days</p> <p>Directors, Executive Directors and Elected Members – 6 years</p> <p>NOTE: Retention period not yet in force. Details to follow with Council wide communication</p>	<p>MS Cloud</p>
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Service Name	Activity/Description	Examples of Record	Retention Period	Location
<p>ICT / REVENUES AND BENEFITS</p>				

Policy

<p>ICT Cyber Security and Connectivity</p>	<p>Avaya telephone call logging</p>	<p>Call logging activity of every extension number relating to calls made, number called and duration</p>	<p>Retained for a maximum period of 12 months</p>	<ul style="list-style-type: none"> • Oldbury Council House, BTEX Room • Cloud hosted application
<p>ICT Cyber Security and Connectivity</p>	<p>Contact Centre recording</p>	<p>Logs calls into the Council's Contact Centre for training purposes and in case of disputes or unacceptable behaviour</p>	<p>Retained for a maximum period of 12 months</p>	
<p>ICT Service Improvement & Quality Team</p>	<p>Staff work mobile phone reporting</p>	<p>Mobile call logging activity showing calls made, number called, duration and data usage including what sites accessed</p>	<p>Retained for a maximum period of 12 months</p>	

Service Name	Activity/Description	Examples of Record	Retention Period	Location
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Policy

SERVICE IMPROVEMENT

Service Improvement	Service Transformation activities	<ul style="list-style-type: none"> • Business development and support • Budget management • Personal contact details for engagement • Training • Events management • Records other than finance records 	Retain for 5 years	<ul style="list-style-type: none"> • MS Cloud • Oldbury CH
	Service Improvement	<ul style="list-style-type: none"> • Grants • Finance records (invoices etc.) 	Retain for 7 years	

9. GLOSSARY

